

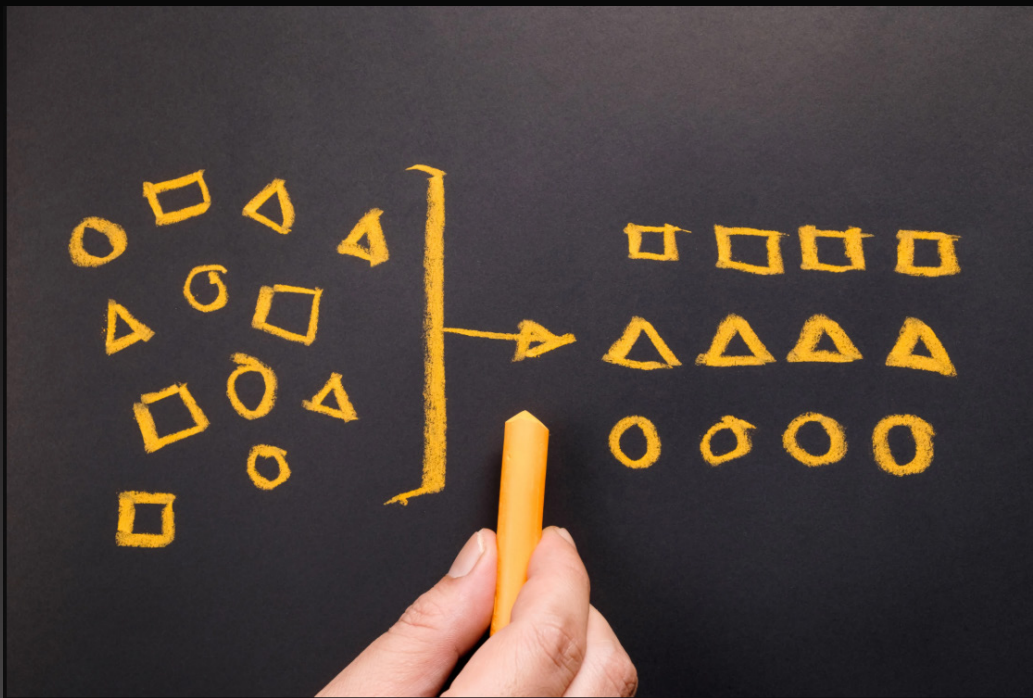


5

MOST COMPLEX
PLACES FOR RULES
AND REGULATIONS
IN APAC

AUTOMATING
WEB FORM
CAPTURE AT
CITY OF
KINGSTON

PDF AND
DIGITAL
SIGNATURES



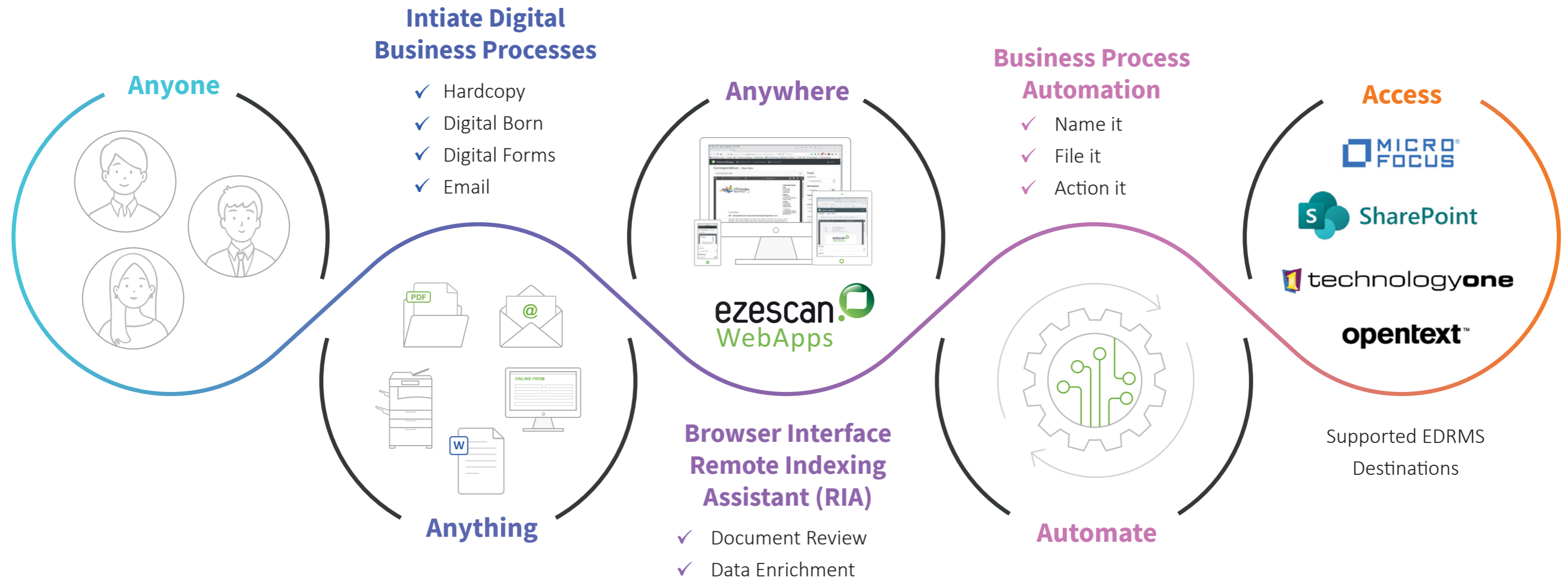
SharePoint Syntex To Automate Content Categorization

Can I still
be hacked
with 2FA
enabled?

Can we keep
control of our own
identities in
blockchain?

How COVID
Triggered A
Rush to
Digitisation

A new approach to records capture



Automatically align information capture with your business processes

Soft launch planned for Australian Government e-invoicing in 2022

The July 1, 2022 e-invoicing mandate announced by the Commonwealth Government will not force Australian businesses supplying to government to replace their existing financial systems and processes from that date. The Government will instead adopt a steady as she goes approach to the Peppol e-invoicing transition.

Responding to questions from IDM, a Treasury spokesperson confirmed that 'The Government mandate requires that from 1 July 2022, all Commonwealth agencies must be able to accept PEPPOL e-Invoices.

"However, the mandate does not affect Commonwealth agencies continuing to accept paper and PDF invoices from businesses."

"Since Australia enabled PEPPOL e-Invoicing in December 2019, the focus has been on establishing a network of accredited Service Providers. There are currently 20 accredited Service Providers with another 19 interested in joining.

"This provides a healthy foundation for the network to ensure sustainability and generate competition to keep costs low.

"Current invoice volumes are minimal however this is expected to gradually grow as more e-invoicing solutions hit the market," the spokesperson said.

The Federal Government allocated \$A3.6 million in the 2020 Budget to boost the rollout of Peppol e-invoicing in Australia.

The funds will be allocated to the Australian Taxation Office (ATO) to "facilitate e-Invoicing adoption across all three levels of government (Commonwealth, state and local government)."

Treasury has not estimated the additional cost to Australian business to connect to a Peppol Access Point and configure finance systems to enable Peppol electronic invoicing.

Nor has it assessed the additional Budget impact of these costs being passed onto government.

Treasury has estimated that by July 1, 2021, over 80 per cent of all invoices received by Commonwealth agencies will be able to be electronically received, if the creditor wishes to submit them in this way.

"This will represent around a third of all agencies, with smaller agencies with less invoices having until 1 July 2022 to implement e-invoicing," said the spokesperson.

The Treasury has been asked to consider options for imposing mandatory adoption of e-invoicing by business.

It would not offer any comment on whether this proposed mandate will extend to Australian business to business (B2B) invoicing or only business to government (B2G).

Nor would it say whether it will consider making Peppol electronic invoicing mandatory for all business to consumer (B2C) invoicing.

A consultation paper will be published later this year on the Treasury's website at www.treasury.gov.au/ consultation. The paper will invite the public to provide comments on e-Invoicing.

Australia and New Zealand governments are united behind the Peppol e-invoicing standard.

In October 2019, the NZ Ministry of Business, Innovation and Employment (MBIE) became a Peppol Authority, with the responsibility of overseeing New Zealand's e-invoicing framework, although it appears to be taking a less aggressive approach than the ATO.

Adoption of e-invoicing by government is being encouraged to help achieve the 'pay 95% of domestic invoices in 10 days' policy, however there are currently no mandates.

This could change after the election win for Jacinda Adern as the Labour Party Small Business Policy documents state: "Labour will promote the uptake of e-invoicing by requiring e-invoicing for all interactions with the state sector by December 2022."



EncompaaS

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EncompaaS:



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- Discovers, analyses and manages content in place on File Shares and can safely migrate content to the cloud.
- Provides a single interface to manage content, and compliance across enterprise systems and repositories

EncompaaS is a cloud-based compliance platform that allows you to manage content in-place

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ABBYY acquires Pericom Singapore

ABBYY has acquired Pericom Singapore, part of the Pericom Group, a leading solution provider based in Singapore. The acquisition strengthens ABBYY's presence in Asia Pacific following the opening of its Hong Kong office in 2019, long-established office in Japan, and a strong partner network throughout the region. Terms of the acquisition were not disclosed.

Singapore ranks first in the [Asian Digital Transformation Index](#) and is considered the trading crossroads for innovations in cloud computing, artificial intelligence, data analytics and other technologies that span healthcare, security, energy, aviation, defense, smart cities and education. As more Asia Pacific executives look to accelerate their digital business initiatives post-COVID, including [84% of Singapore businesses](#) who have increased their budgets, ABBYY's growing presence signifies its readiness to meet their digital transformation needs.

"We have had many successful large-scale implementations in the Asia Pacific market working closely with our valuable partners and large system integrators," commented Ulf Persson, CEO of ABBYY.

"Pericom is among our long-time partners with deep knowledge of the market, and through this acquisition, we are bolstering our corporate sales, extending our customer base and creating a platform for strong expansion with our Digital Intelligence offering in the important Asia Pacific market. We welcome the Pericom team to the ABBYY family."

"Pericom is widely regarded as a reputable, experienced player for enhancing cost control, productivity, and information sharing across distributed locations throughout Southeast Asia," commented Helen Pospelova, SVP of Emerging Markets at ABBYY.

"With the Pericom acquisition, we intend to explore new opportunities and develop existing relations with regional players in Singapore and the APAC region, such as Daimler Financial Services Africa and Asia Pacific, Panasonic Asia Pacific, Mizuho Bank, Adnavem Asia and others. We are delighted to have the Pericom team join ABBYY and strengthen our presence in this market."

Founded in 1987, Pericom group provides enterprise document imaging and workflow solutions to help organizations enhance cost control, productivity, and information sharing across distributed locations. More than 1,000 customers in the region, across a broad range of industries, use its solutions and its supplementary products to leverage business value from their enterprise content.

NZ voicemail software startup secures \$600K

New Zealand-based voicemail software start-up, Vxt, has expanded its services into Australia after securing NZD\$600,000 in seed funding.

Vxt has delivered more than 250,000 messages for its more than 18,000 users after launching 12 months ago in New Zealand.

Lucy Turner, chief technology officer, said "Our solution is hitting the market at exactly the perfect time. Australians are leaving nearly 10 million voicemails every day, front-desk reception roles are being cut and the growing preference of many people is to read

messages, rather than dialling-in to pick up voicemail. "Vxt lets users customise their voicemail with smart features including greetings that change depending on who's calling, the time of day, and more." By using artificial intelligence (AI) and machine learning, Vxt adapts to business and user needs, and offers contact-based voicemail greetings, automatic business and after-hours greetings, email forwarding, voicemail transcriptions, and more.

Vxt integrates with a variety of industry-specific CRMs, email platforms, and business productivity tools, helping users to save hundreds of hours a year in checking voicemails, while also improving the customer experience. With its Secure Shield, Vxt also offers users enterprise-level security in its voicemail application. Luke Campbell, CEO, said, "Our plans for the company following our seed funding round are to keep expanding in New Zealand, push into Australia, and drive into the US and UK markets as well. We will be seeking additional capital to help us do that at speed, while we invest more into our technology and machine learning, so we can develop more accurate transcriptions and improve our current offering.

"We are also developing a conversational AI assistant to answer phone calls, as well as smart phone systems to provide our customers with a full telecommunications service."

Vxt was formed in New Zealand in November 2018 by 23 year olds Luke Campbell, chief executive officer, and Lucy Turner, chief technology officer, who met while studying at university.

Vxt is available to download through the Apple App Store and the Google Play Store and can be used online via its web application. Vxt is available in a free version and with paid subscription options starting from AU\$2.30 per month.

vxt.co.nz

CROWN Records teams up with Knowledgeone

Knowledgeone Corporation has announced a new Global Partnership with Crown Records Management.

Mona Lai, Group Head of Business Development, Crown Records Management, said "We see a growing need for ECM (Enterprise Content Management) systems from our customers, driven by ever-changing business and regulation requirements. Knowledgeone is known for their strength in information management applications and will enhance our Crown Records Management capability globally. This allows us to continue to provide seamless, all around solutions to our customers and give them the best experience throughout their digital transformation journey."

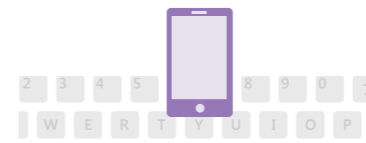
Frank McKenna, CEO of Knowledgeone Corporation, said, "We have been working with Crown Records Management for some years and I am most pleased to announce a new Global Partnership whereby Crown will market Crown specific versions of Knowledgeone Corporation's ECM products to its customers around the world. This includes all the products from the RecFind 6 Product Suite for both Cloud & On-Premise solutions as well as our new RF6Cloud products, RF6-RM and RF6-EDRMS. We absolutely could not have a better, more experienced or more competent partner than Crown; they are the leaders and standard bearers in the industry."

<https://www.crownrms.com/>

www.knowledgeonecorp.com

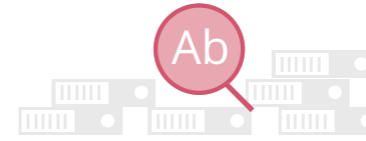


Capture data from any documents, from structured forms and surveys to unstructured text-heavy papers.



Mobile Capture

Captures content from document images and photos via tablets and smartphones for instant integration into organizations' business processes.



Document Archiving

Captures paper documents and converts them into searchable digital files that include metadata, and which are optimized for digital archiving and records management processes.



Accounts Payable Automation

Automated invoice processing can help make AP departments more productive, and offer significant potential for immediate savings and fast ROI.



Mailroom Automation

Replaces time and cost consuming manual work for input-management by digitising, sorting and intelligently routing all incoming mail in one smart software application.



Document Classification

Automatically identifies various types of documents based on their layout, text or images.



Forms Processing

Automates data extraction from paper forms (e.g. credit card applications, questionnaires, damage reports, etc.) to reduce manual processing costs.

- Reduce document and data related Costs — usually by 50%
- Accelerate Transactions
- Fast ROI — usually 3 to 6 months
- Increase Visibility and Control
- Optimisation of data quality
- Reduce Operational Costs

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INFORMOTION and USYD win ROI Award

Australian professional services and software development company INFORMOTION has announced that its client the University of Sydney has been named a winner of the 2020 Nucleus Research ROI Awards. By deploying INFORMOTION's Fusion integration engine, Workflow Portal and custom webforms to leverage the university's existing investment in Micro Focus Content Manager, the university achieved a 220% ROI, according to a study by Nucleus Research.

Nucleus Research completed return on investment (ROI) and total cost of ownership (TCO) analysis of The University of Sydney's [records-based case management system](#) developed and implemented by INFORMOTION. This helped the University of Sydney connect multiple business systems to Content Manager and automate more than thirty processes to manage high-risk cases and associated documents.

Cost savings in the order of \$A500,000 were achieved by using Micro Focus Content Manager and INFORMOTION's products and services to replace the university's existing case management system. In addition to these cost savings, the solution has automated 80% of all case management processes undertaken by administrative and academic staff, delivering a 390% increase in cases processed.

"It is a great honour to receive the ROI Award for 2020. I am grateful and humbled to have my team's work recognised by a body as prestigious as Nucleus Research," said May Robertson, Records Manager, The University of Sydney.

"The solution we designed, built, and implemented in partnership with INFORMOTION has successfully transformed many high-risk business processes at the University, while simultaneously fulfilling our recordkeeping compliance obligations."

In 2015 the university was identified as one of many impacted by widespread student cheating which resulted in Australia's Independent Commission Against Corruption (ICAC) urging all affected universities to step up protocols to stamp out corruption in the international student industry. This was the trigger for developing the much-improved records-based case management solution which has been very well received.

"A workflow using the University's existing record-keeping software reduces administrative overheads while preserving procedural fairness for students," said Dr Michael Spence, Vice Chancellor for the University of Sydney.

"The case management dashboard now provides a level of insight into the educational integrity issues at the University, and the trends and opportunities, which the University has never had before."

In its 18th year, the Nucleus ROI Awards recognise the top 10 technology projects of the year based on the overall value delivered by the project. Nucleus Research analysts performed an independent ROI assessment calculating the actual business benefits and ROI achieved by each project; winners were chosen based strictly on the ROI recognised from their implementation.

This year's awards recognised the consistent return on investment Nucleus continues to track from cloud applications and people applications such as customer relationship management (CRM) and human capital management (HCM) in industries ranging from retail to education to healthcare.

"As technology options have become more complex and nuanced, selecting a solution that can potentially deliver value is only the first step," said Ian Campbell, CEO, Nucleus Research.

"The awards recognise not only that the INFORMOTION solution delivers value, but that The University Of Sydney project team successfully managed deployment and adoption to deliver bottom-line results."

The full results of the 2020 Nucleus Research ROI Awards are published at <https://roiawards.squarespace.com>

GlobeX Data Expands in ANZ Marketplace

Swiss cyber security firm GlobeX Data has opened an office in Sydney, Australia in order to service the Australia and New Zealand markets.

GlobeX is planning to sell its secure document management, file share, password management and secure email suite SekurSafe, and its secure communications suite of secure email, secure file sharing and encrypted messaging solution Sekur, starting this month as preliminary discussions have started with potential distributors in Sydney, NSW and Melbourne, Victoria, Australia.

Sekur is the Company's Swiss hosted secure communications suite, which includes encrypted messaging, voice recording transfer, self-destruct timer, an encrypted email account and a secure file transfer solution. All data is secured using GlobeX's proprietary encryption technology and is hosted exclusively in Switzerland for ultimate privacy.

One of the Privacy and security features of Sekur is that the user does not register with their phone number, eliminating a huge loophole in security and privacy.

Sekur eliminates many of the privacy and security risks by not only not requiring a phone number, which would divulge a user's phone device ID, but also by not social engineering a user's phone or computer contact list and infecting the contacts by default as well.

Sekur issues each user a username and a SM number. The SM number is the contact ID a user would disclose in order for other SM users to be added. The service comes with a self-destruct timer and other features as well, including GlobeX's proprietary VirtualVaults and HeliX technologies with all data stored in Swiss hosted encrypted servers.

GlobeX's Data privacy solutions are all hosted in Switzerland, protecting users' data from any outside data intrusion requests

<https://globexdatagroup.com>

<https://www.sekur.com>

<https://www.sekursafe.com>

Nintex Acquires K2

Nintex has completed its acquisition of K2 Software, a competing provider of digital process automation (DPA) software solutions. The terms of the deal were not disclosed.

K2 is Nintex's third acquisition since Thoma Bravo became the company's majority investor in early 2018. Upon closing this transaction, Nintex will serve more than 10,000 customers including approximately 50 per cent of the Fortune 500 and will generate over \$US200 million in annual recurring revenue, making Nintex one of the largest independent software vendors for process automation.

K2 Software is currently deployed to over 1.5 million users in more than 84 countries, including 30 per cent of Fortune 100 companies, to control business processes, increase visibility and improve operational efficiency.

UpFlow wins PSIGEN Distributor of the Year Award

Australian digitisation and automation specialist UpFlow has been awarded Distributor of the Year by PSIGEN in its annual Partner Awards.

UpFlow provides several products in the business automation space through a partnership program with resellers in Australia, New Zealand and the APAC region. It also has a team of solutions specialists that deliver advanced and complex digitisation projects.

"This is fantastic news that we were able to secure the coveted distributor of the year award from PSIGEN once again," said Steven Chenery, UpFlow CEO.

"The UpFlow team are passionate about supporting and driving partner success through our reseller channel and PSIGEN products make it so much easier due their commitment to quality, high performance and feature rich document capture solutions."

PSIGEN has been supplying digitisation solutions for over 25 years. The company specialises in high-performance document capture, automation, workflow and management solutions designed to improve processes around the capture and management of paper, digital documents and other mission-critical information.

PSIGEN's solutions focus on cost reduction, compliance and improved efficiency for any organisation.

The company's products allow for integration with any type of scanning device, email system, MFP or network folder. PSIGEN users have the ability to organise information in PSIGEN's PSISafe document management and workflow solution, or one of 60-plus supported third-party content management systems.

PSIGEN delivers these solutions through a worldwide network of 800-plus authorized resellers and distributors.

[Visit UpFlow](#)

Fusion makes Content Manager integration simple

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- Simplify integration management
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- Reduce risk by capturing critical content

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Worldwide Capture Market grows 16.5%



Infosource, the analyst firm specialising in the Capture Software market, has reported that analysis of its annual Worldwide Market Survey showed that the market for Capture Software experienced double-digit growth for the fourth year in a row.

Capture 2.0 Intelligent Capture Cloud-based services, and Robotic Process Automation were the key drivers of revenue growth. In 2020, the worldwide market grew by 16.5% reaching \$ US 5.5bn in end-user revenues.

Robotic Process Automation (RPA) Capture Systems are contributing to strong growth with an increase of more than 60% year-over-year. Cloud services are forecasted to continue to grow by more than 25% CAGR through 2024 to over \$US1.7bn.

RPA is generating high interest and expectations. Organizations are continuing to look for solutions for transferring data from one system to another in a "touchless fashion", without human intervention. RPA is being implemented to solve simple data look up and transfer tasks.

But to be more impactful on business process automation, intelligent Capture 2.0, based on artificial intelligence and invoking machine learning, is critical. RPA companies are investing in these technologies while major enterprise software platform providers are integrating RPA and Capture 2.0 into their systems.

The pandemic has accelerated the digital transformation. Changes in the workplace and the demand for real-time information at any location is creating demand for Capture 2.0.

Intelligent Capture Technologies are enabling automated near realtime, customer-facing business applications.

Case Management applications are in demand in top vertical markets including: Government, Retail Banking, and Healthcare. Capture 2.0 is improving efficiencies in loan processing, supply chain tracking and patient care, to name a few.

Capture 2.0 includes AI technologies that provide the ability to classify, apply business rules and extract needed data from a variety of media types not limited to traditional documents. Voice, object and image understanding are included in the Infosource Capture 2.0 definition.

Cloud Service platforms are the new standard for development and delivery of Capture applications where Capture Services will be integrated quickly

and efficiently with other applications—all of which is designed to automate specific business processes.

The dynamics of the Capture Software market also are changing rapidly, providing new opportunity. Capture 2.0 Services are being implemented in automated business solutions by enterprise software companies as well as a new generation of Service Providers. The Capture Software vendors that are the traditional market leaders are being challenged.

There are a number of up and coming vendors focused on vertical market solutions that are challenging the "top 5" with portfolios powered by Capture 2.0.

Infosource estimates the worth of the total potential market for Capture 2.0 Services at \$US32bn worldwide. Capture 2.0 will have far reaching effect on the market resulting in opportunities for software vendors, integrators, scanner and MFP hardware vendors, as well as business process service providers.

ABBYY rides Process Intelligence Growth

One year after TimelinePI merged with ABBYY, ABBYY reports growing momentum for its Process Intelligence solution. The global Process Discovery and Mining (PDM) market is estimated by analyst firm NelsonHall at \$US566.5 million and is predicted to grow up to \$US5.4 billion by 2024.

ABBYY TimelinePI allows businesses to use the information contained within their systems to create a visual model of their processes, analyse them to identify opportunities for process improvement, perform realtime operational monitoring and predict and take pre-emptive action of future outcomes to facilitate decision-making. ABBYY claims it offers the only solution that combines the benefits of accessing and understanding enterprise content with process analysis.

ABBYY is experiencing increased adoption of its Process Intelligence solution within financial services, healthcare and telecommunications to drive digital transformation, improve customer engagement and support risk and regulatory compliance priorities.

According to Forrester's Q1 2020 Global Digital Process Automation Survey, two-thirds of organizations stated they encountered broken processes when they shifted their workforce to remote work due to COVID-19, and now 60% are reconsidering their process strategy. As the pandemic disrupts business processes across every sector, they are seeking solutions to increase process efficiencies and enhance their profit margins. Process intelligence has become critical for the success of automation initiatives.

"It's difficult for organizations to improve their operational efficiencies when they're crippled by lack of insight and inability to monitor processes," said Scott Opitz, Chief Marketing Officer at ABBYY and former President and Founder of TimelinePI.

In fiscal year 2019, ABBYY achieved double-digit revenue growth for the third consecutive year, driven in large part by the expansion of ABBYY's product portfolio with ABBYY Timeline. ABBYY continues to invest aggressively in extending Timeline's capabilities by extending its integration with ABBYY's core content intelligence capabilities, new process and task analysis capabilities as well as deeper integration with leading third-party automation and data analytics partners.

<https://www.abbyy.com/solutions/process-intelligence/>

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OPEX
CORPORATION



Hyland helps out Australian multinational

Hyland has deployed the OnBase ECM platform to an Australian heavyweight in the agriculture and resources sectors, a firm that manufactures and supplying industrial goods that contribute to the production of key infrastructure, food, clothing, energy and more, on a global scale.

With more than 3500 staff in 170 offices spanning seven countries and several different languages, free flow of information is essential for business productivity and ongoing growth. The organisation has evolved over time, strategically acquiring companies to extend the group's core offering. While this has diversified the range and level of service the organisation delivers, it has caused issues in terms of compatibility, as inherited technology systems and policies have been adopted into the larger organisation.

When a new company is acquired, in many cases they bring legacy technology systems and processes which are siloed to that specific company and are difficult to assimilate. Organisations using hard copies of documents was a major issue. Health and safety, a high-risk area of the core business, was accessing and managing policies across older 'inherited' documents and on legacy document management systems (DMS).

The company performed a thorough risk assessment and found that inherited systems raised the risk of OH&S incidents being caused by out-of-date policies and procedures. With the core business sometimes involving hazardous materials, risk reduction is a fundamental element of corporate governance.

"We evaluated our business processes as they relate to risk, and this revealed very clearly that we require a single source of truth, and therefore needed to maintain strict controls over the quality of our documentation," said a spokesperson from the organisation.

The company also found that employees stored documents on their PCs and other devices, which further effected information flow and may result in users working from inaccurate and out-of-date documents.

Compounding this issue, the risk assessment also revealed that employees were at times leaving with information and knowledge that was not recorded efficiently on the company's DMS, so the organisation was losing intellectual property as a result.

"We needed to change the company culture and have people trust the system to manage and hold the information they need access to. Change management and culture around transparency is going to be very important moving forward. The system is only the tool to help us manage this, the other part is cultural change."

"Fifty percent of this process is about change management, and change comes before technology."

The solution:

A project manager began the two-year process of updating the company's corporate documentation policy and management, bringing all existing document systems under the one content services solution. The plan is for an enterprise-wide implementation, will be completed in eight stages. The first stage will bring all health and safety documentation under the one banner, then find and amalgamate the multiple business processes where OH&S and risk policy documentation is siloed.

In some cases, as new companies were brought on board, the project team were finding documents that had been due for review as far back as 2005. A core structure for document management was clearly critical.

The organisation undertook a competitive evaluation of leading content services solutions, before selecting and deploying OnBase, which was deemed the best platform to address the company's specific needs. A core requirement was the ability scale the software throughout the organisation.

Stringent testing proved the configuration in OnBase

would meet organisation-wide requirements, as well as meeting the needs of individual sites.

Building an enterprise information strategy around OnBase will make access to all data possible from a single interface that is both secure and up-to-date. Additionally, the company will implement the solution with little disruption to the organisation because OnBase will work alongside existing IT systems rather than replacing them. At the same time, strict access management ensures that only individuals with suitable need, clearance and seniority within the company can access or change data.

Not only does the platform establish a single, reliable version of the facts, which are securely available to high-level users, it will automate many of the functions that are required to establish risk transparency and build clear communications with senior management, investors and regulators.

By cutting out the data silos and shadow systems, managers can increase operational efficiency and governance right across the organisation's many departments and amalgamated companies, while supporting existing processes.

"We needed to change the company culture as a first step," said the spokesperson. "Fifty percent of this process is about change management, and change comes before technology. The technology is the tool used to enable the changes needed across the entire enterprise."

Although the project is still in its infancy, the organisation has begun the amalgamation of OH&S documentation, and obtained the single source of truth that the critical Health and Safety department was looking for. Mandated

automated workflow processes enable staff to see documents that are up for review before they are due, improving transparency across the board.

"For the corporate documentation we have brought across, we are finding there to be more capabilities and keywords that enable our users to see more without having to open documents, and this extends the visibility of the document and improves our ability to make quick, accurate decisions."

The will continue to extend OnBase across other departments, including Human Resources, Finance, Legal and Manufacturing as well as to specific project teams.

"OnBase has the capability to grow with us as an organisation – it can integrate with different systems, and grow as we do. The intention was always that OnBase would address other areas of the business as projects were developed."

OnBase will integrate with core systems such as SAP and Cintelate, as well as enabling communications between other systems in the technology stack. The company expects nearly 1500 users to utilise OnBase by the end of the two-year project.

Finally, the organisation reduced risk by ensuring that policies and critical documents are up-to-date, reviewed by stakeholders and made accessible to staff. Workflow processes have been improved and automated in the Corporate Health and Safety department, with stricter mandates on sensitive files and increased visibility across the department.

<http://www.onbase.com/>

Hyland to acquire Alfresco

Hyland is on the acquisition trail, following up its purchase of RPA vendor Another Monday with the news it is also buying Alfresco, a content services platform and solutions provider.

Based in Boston, Alfresco provides a 'cloud-native' digital business platform that delivers content services solutions to connect, manage and protect organisations' most critical information.

Hyland, has signed a definitive agreement to acquire the company with the deal expected to close later this year, subject to usual and customary closing conditions and regulatory approvals. The cost of the deal has not been revealed.

Hyland has been operating in the Australian market since 2014 when it purchased local reseller and solution provider CAYLX.

It has had wins across a range of industry sectors in Australia and New Zealand including Henley Homes, icare NSW, Becker Mining, Farmers Mutual Group NZ, Mater Hospital Group and Mrs Macs.

"We continue to grow our business and advance our platform organically and via acquisitions," said Bill Priemer, president and CEO of Hyland.

"This acquisition will expand our global reach, enabling us to help more organisations achieve their digital transformation goals and become more informed, empowered and connected."

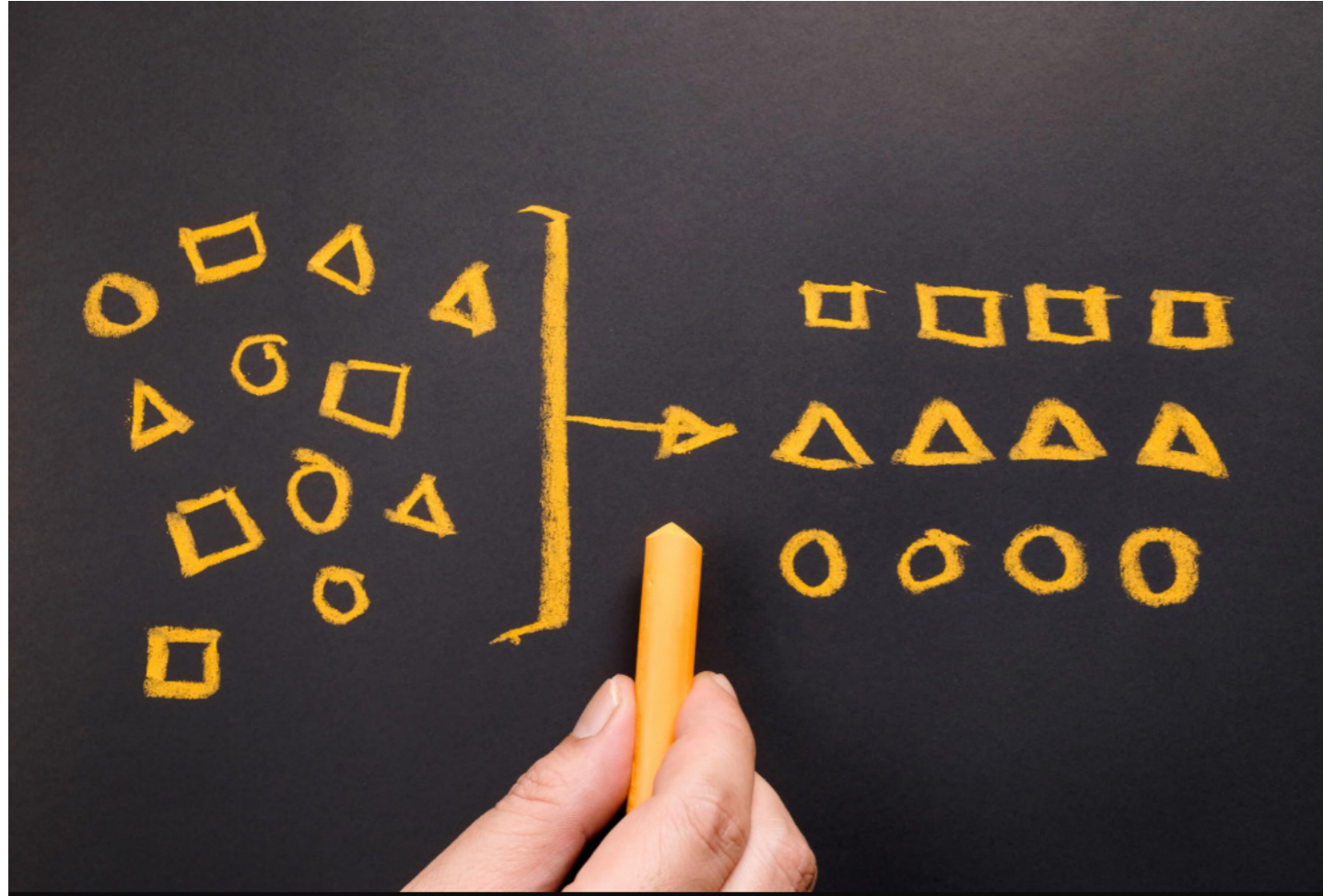
"Forrester analyst Cheryl McKinnon believes this is a natural next step in Hyland's recent rejuvenation strategy.

"Hyland's investments over the last year include the [distributed ledger \(blockchain\) company Learning Machine](#), focused on higher education credentials, and, most recently, [European robotic process automation vendor Another Monday](#), revealing an appetite to leapfrog into newer, adjacent markets. Historically, Hyland's acquisitions have been smaller: natural tuck-in technologies to further entrench itself in its key verticals (insurance, higher education, healthcare, and the public sector).

"But the acquisition of Alfresco is different and — if successfully executed — will help Hyland move confidently into the era of cloud-native, modern content services," she said.

"Alfresco's balanced portfolio of content, process, and governance services are enhanced by its relatively recent application development framework "low-code" development toolkit, as well as its ability to integrate leading AI/machine learning services, such as those from AWS. Alfresco's own recent acquisitions (such as partners [Technology Services Group for its insurance, cloud, and migration expertise](#) and [pernexas for its SAP integration](#)) have been shots across the bow at long-time enterprise content management (ECM) megavendors IBM and OpenText respectively. This is important in the battleground to migrate the many large, mature deployments that remain on-premises, particularly in regulated industries," said McKinnon.

Microsoft Launches SharePoint Syntex To Automate Content Categorization



By Cheryl McKinnon, Principal Analyst, Forrester Research

Microsoft has announced the general availability of Microsoft SharePoint Syntex as of October 1, 2020. This is the first packaged product to come out of the code-name Project Cortex initiative first announced in November 2019. Project Cortex reflects Microsoft's ongoing investment in intelligent content services and graph APIs to proactively explore and categorise digital assets from Microsoft 365 and other connected sources.

SharePoint Syntex will be available to M365 customers with E3 or E5 licenses for a small per-user uplift. As of this writing, we anticipate it to be around a \$US5 per-user per-month list price, but this may be subject to change.

SharePoint Syntex delivers some of the foundational artificial intelligence and machine-learning (ML) services that will help information managers understand, process, and tag content automatically. The second phase of the Project Cortex launch — tools for knowledge curation and management — is expected in later 2020.

Why Is This Important?

Too many organizations have ignored the importance of a solid information architecture and metadata strategy - whether they are using SharePoint or not. The

enhancements delivered in SharePoint Syntex could help get these strategies back on track.

Organizing and tagging documents at large scale is a daunting task that currently requires a great deal of human labour — but is important work to form a strong foundation on which to build an enhanced set of knowledge discovery, delivery, and curation capabilities in the near to mid-future. SharePoint Syntex is positioned to automate some of this intensive labour and drive key outcomes.

What Is It, And What Does It Do?

Microsoft SharePoint Syntex will deliver new ways of managing large volumes of documents via a new “content center,” which brings various intelligent content services — AI, ML, optical character recognition, enhanced taxonomy services, etc. — to document libraries.

Microsoft is taking some of the most relevant Azure cognitive services and infusing them into M365 via this SharePoint Syntex add-on product. New model-building features will allow subject matter experts and content stewards to define and refine how the intelligent services analyse, tag, and extract data from documents.

Highlights of SharePoint Syntex available in October include:

- Image and forms processing. Images can be automatically tagged by leveraging what Microsoft calls a “new visual dictionary” to apply metadata descriptors when common objects are recognized in

an image (including JPGs, PNGs, PDFs, and so on). Another service allows nontechnical users to build an AI model to automatically extract values from semi-structured documents, such as dates, names, or addresses, from repeatable document types such as receipts or invoices. Microsoft claims that these form processing models can be trained with a small set of sample documents — perhaps fewer than 10 — if the right mix of positives and negatives are included.

- Document understanding. Longer text-heavy documents may have broad or long-term business value and benefit from consistent metadata tagging for better search and discovery. SharePoint Syntex can automate metadata tagging of content-rich documents. Microsoft has built this capability using the Language Understanding Intelligent Services for Documents (LUIS-D) model from its Azure Cognitive Services. These models, also built in the new content center, are trainable by subject matter experts and can be applied to multiple libraries. Formats include Office documents, text formats, PDFs, emails, etc.

- Automated compliance labels. This automatically extracted metadata not only aids in better search and retrieval, but it can be used to initiate a workflow process, apply a retention policy via Microsoft's [newish retention label](#) feature, or leverage sensitivity labels to control access and distribution of the document.

What Can Organizations Do With Microsoft SharePoint Syntex?

Microsoft customers can work toward automating the organizing and tagging of documents (at scale) by:

- Experimenting with Syntex with a subset of your user licenses. This is not a feature to be flipped on and just

work. It will require investment in time and internal expertise. Organizations wanting to pilot SharePoint Syntex can start with a small set of add-on licenses to get things started. Pick a set of documents or use cases that are causing productivity bottlenecks, are part of integral processes that can be driven by metadata, or that can enhance adoption of related retention or data protection policies with more consistent tagging. The initial release of SharePoint Syntex will support English, with other languages to come in the future.

- Working with a specially trained partner to hit the ground running. To Microsoft's credit, it is not positioning these Cortex-inspired products as technology magic bullets. To make SharePoint Syntex (and subsequent product releases) really work, it will require human expertise, knowledge of business processes and information architecture, and skills to get projects up and running. Microsoft has launched a partner program specifically to train and enable select system integrators and independent software vendors, which can then support end-user customers.

- Gathering your information and knowledge management gurus into a dream team. Bring your experts to the (virtual) table and understand where to invest next. In conversations with large enterprises over the last 18–24 months, it is clear to me that there is a renewed interest in managing digital knowledge assets better and smarter. The need to support virtual and remote workers has upped the stakes on a solid strategy for information management. Companies that will survive — even thrive — in the tumult that is 2020 understand the value of knowledge to serve customers as well as employees.

This post originally appeared [here](#).

Legacy Print Infrastructure is a Major Barrier to Digital Transformation: IDC

A recent IDC study commissioned by Lexmark finds that dated print infrastructure is an obstacle to digital transformation. Despite three in five enterprises recognizing that lingering print infrastructures are a significant barrier to success, fewer than half are prioritizing investment in this space, hampering the progress of strategic IT initiatives.

The global study, conducted during the Covid-19 pandemic, finds four in five (79%) companies responding are investing in cloud infrastructure as part of their digital transformation initiatives, but 57% say lingering print infrastructure is negatively impacting their cloud migration strategy.

The IDC White Paper sponsored by Lexmark, "[Next-Gen Print Infrastructure Services: Leveraging Cloud and IoT to Accelerate Your Digital Transformation Strategy](#)," follows [IDC's Worldwide Digital Transformation Spending Guide](#), which predicts spending on digital transformation technology and services will grow by 10.4% in 2020 to \$US1.3 trillion globally in 2020.

"This research highlights the importance of considering cloud-based print infrastructure as a key strategic IT initiative," said Matt Dollus, Lexmark vice president of Global Marketing and IoT Portfolio.

"Established companies in every sector are under pressure to transform into digital-first organizations. With the Covid-19 pandemic exposing gaps and weaknesses in IT infrastructure, many are struggling by failing to take print with them on their digital transformation journey."

Transformation Challenges

Nearly half of survey respondents report challenges integrating existing IT into new infrastructure and updating or replacing legacy business processes; 60% have seen digital transformation budgets exceeded, and 54% faced delays and prolonged project timelines.

The study demonstrates a profound difference between countries. In the USA, UK and Germany, 67% have integration challenges, compared to just 20% in Brazil. This is likely due to business complexity in the more developed markets.

While print volumes have decreased as some organizations have pursued a digital-first approach to document management, just over half of all essential workflow processes still have significant printing requirements according to the study¹. As such, organizations will need to provide the ability to print as an essential IT service for the foreseeable future.

The Problem with Print

Across the board, managing IT infrastructure remains a challenge, with the majority expressing similar concerns when it comes to legacy print including:

- Ensuring the security of print infrastructure and devices (81%)
- The IT burden associated with managing print and print servers (81%)
- Inventory management (81%), alongside a lack of

visibility into spending (80%)

- Technology obsolescence and difficulty in updating or replacing legacy print hardware (79%)

Finding a Simple Solution

"IDC believes that it is time for organizations to start thinking about print more strategically—to elevate the conversation around print and include it within the broader context of their DX discussions related to cloud migration and document process strategies," said Robert Palmer, Research Vice President, Imaging, Printing, and Document Solutions at IDC Research.

IT leaders appear to be united on a preference for as-a-service consumption models over financing (70% vs. 22%), and a recognition (94% agree) that IoT has the potential to improve printer fleet management.

The study was carried out between March and April 2020 with 1,511 web-based surveys conducted across three key regions and seven countries: Canada, USA, Brazil, Mexico, UK, France, Germany.

[Download the full IDC White Paper](#)

Xcellerate IT joins with Link4 for e-invoicing

Solution provider Xcellerate IT has partnered with Link4, an e-invoice Access Point provider, to offer a solution that enables customers to accept inbound e-invoices into Kofax, where additional validation can occur before being exported to an ERP system.

Link4 provides e-invoicing Access Point services under the PEPPOL framework and is an accredited PEPPOL Access Point provider for Australia and New Zealand.

E-invoicing automates the exchange of invoice information directly between a buyer's and supplier's accounting systems.

This partnership allows Xcellerate IT's accounts payable automation solutions to onboard both traditional B2B invoices and e-invoices in one platform, providing the following benefits:

A single vendor for managing all supplier invoices, both traditional and e-invoices

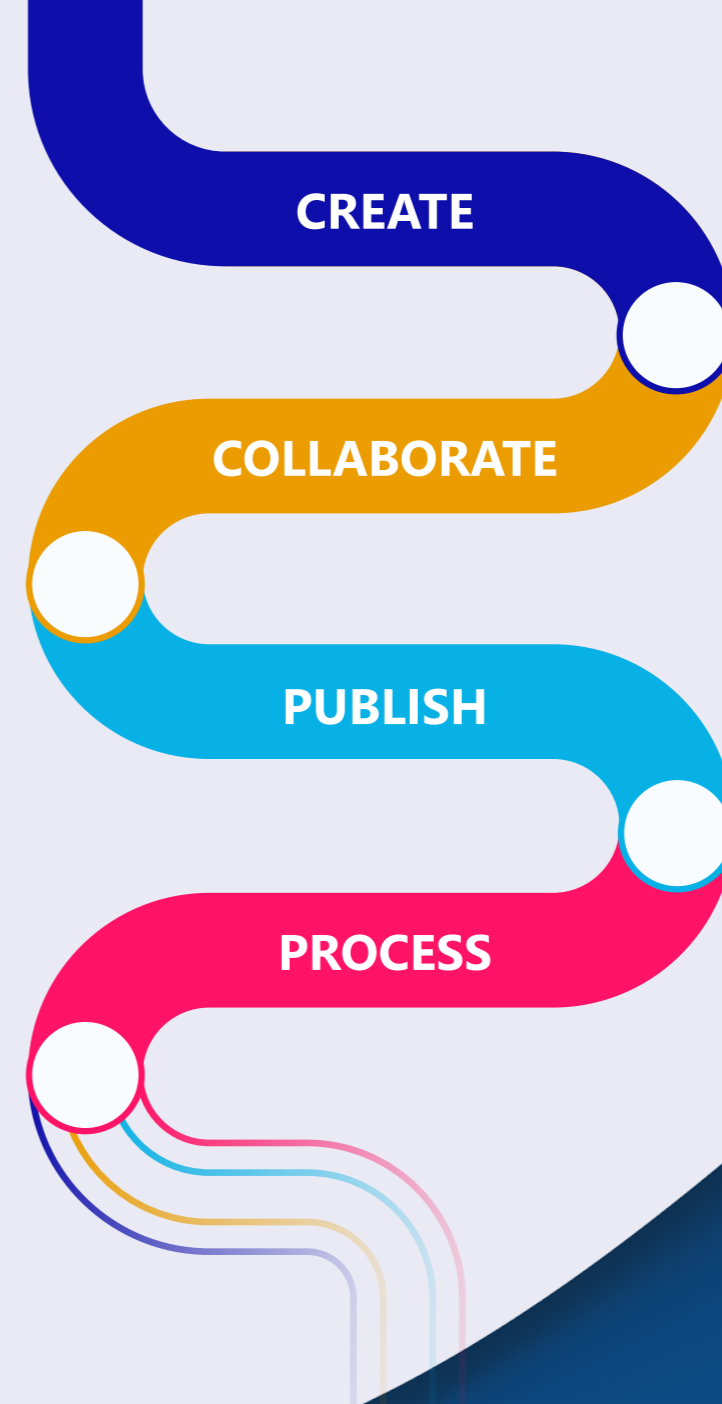
A holistic view of all invoice types within the same platform

- A single, multi-channel onboarding ramp for different invoice formats such as email attachments and EDI

- Integration with your ERP from Kofax, providing a PDF representation of e-invoice and traditional invoice data

- A PEPPOL certified Access Point for receiving e-invoices from your suppliers Access Point provider

- Have your system configured to send e-invoices (outbound) from your finance solution using the same Access Point provider via Xcellerate IT



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Industry Profile: Rainer Krause, Managing Director, ELO Digital Office AU/NZ

Celebrating 15 years of activity in the ANZ market, IDM asked MD Rainer Krause to reflect on the evolution of ELO Digital Office in the ANZ ECM and records management marketplace.

RK: We started as a one-man-company and the aim was to provide document management to small and medium companies. At the time, we found that the market in Australia was many years behind the European market with regards to document management. Some early breakthroughs came via wins at the NSW Government, Taronga Zoo and the Australian Institute of Marine Science who each selected ELO over more dominant players. We still provide benefits to many of those customers who selected ELO in 2006-2010. The team is really proud of that. And we're proud that we support selected not-for-profit organisations such as Kennerley Children Homes with free software and services. We are proud to help people who help people.

ELO's Records Management solution was specifically developed for small and mid-sized private, public and Government organisations. The ELO Records Management solution delivers more than just compliant Records Management. The base package already provides organisations and businesses what they need to make them more efficient, productive and compliant with both Australian Federal and State records regulations. A fast to deploy system that combines Records Management requirements with Document and Workflow Management out of the box.

We have always taken a separate approach to Records Management and business process improvement through Document Management. This is essentially still in place and we see a major shift in the market where "single purpose" systems will soon be the dinosaurs of the digital world.

IDM: Despite the famous Gartner Inc. pronouncement of the death of ECM a few years ago, the number of contenders in the marketplace is actually growing. Why do you think this is so?

RK: I don't believe that ECM per se will ever disappear, although the term itself may be out of fashion. For example: if you are a small or medium company/entity and you want to streamline your business processes, you may be deterred by the word 'enterprise'. That sounds expensive and you may think that you'll buy something that is far too big for what you want to achieve. I think, the word enterprise is hindering it.

People have got smarter, and the IT departments have now become more of a service division and the selection of an ECM product is aimed at improving processes and not just "managing content". So, the term ECM may be outdated but the functions become more and more important.

IDM: What do you think sets ELO Digital Office apart from other contenders?

RK: First and foremost, we do both Records Management and Business Process improvement. While others have stuck to a single purpose software, we offer the best of both worlds. Why should a Shire



Following a career focussed on business re-engineering and process improvement, Rainer Krause founded the Australian branch of ELO Digital Office in 2005.

ELO Digital Office is a leading creator of enterprise content management (ECM) systems with more than 1,000,000 users in 40 worldwide markets. Headquartered in Stuttgart, Germany, products from ELO include document management, archiving, workflow, and collaboration.

The ELO Integration Client integrates ERP and CRM systems such as SAP Business One, Microsoft Dynamics NAV, Salesforce, and more.

Prominent ELO users in the local market include Baiada, the company behind the Steggles and Lilydale poultry brands, Virgin Australia Regional Airlines, various Federal, State and Local Governments, Monash Health, the Royal Flying Doctor Service, Taronga Zoo, John Holland Group, IBM and Services NSW (through partner Grace Information Management.)

ELO has various certified business partners such as Toshiba, Grace Information Management and SAU Digital. In addition, ELO implements directly where it is not in competition with its partners.

or Council have two systems, two suppliers, two contracts and twice the cost only because they want to be compliant AND want to – say – automatically process invoices. That doesn't make sense and wastes taxpayers money.

Another great advantage of ELO is its pricing and fee structure. Customers can select whether they want a CAPEX or and OPEX solution or a subscription or whatever they deem reasonable for the problem they want to fix. Over 90% of all Australian revenue stays in

”...the selection of an ECM product is aimed at improving processes and not just “managing content”. So, the term ECM may be outdated but the functions become more and more important.

Australia and our customers appreciate our dedication to the Australian market.

ELO has an open architecture meaning that we can integrate with essentially any other 3rd party system. We provide complete knowledge transfer, so that customers can decide what level of self-sufficiency they want. If you want to administer the system yourself – we'll train you.

ELO provides all clients and MS Office integrations for free while other still charge for these standard features.

Scalability is another USP. We often start with 5 to 10 users and some of our customers have exceeded 300 or even 500 users within just a few years. The rollout is often done by the companies themselves.

Last but not least, all our services are provided from within Australia unless a very specific task needs to be performed, then we ask our German headquarters to help out. It's rare but it happens.

IDM: ELO recently released ELOprofessional 12. What are some of the new features introduced in that release?

RK: ELO12 has created a major shift in functionality and dedication to business processes. We're now completely agnostic whether a customer wants to deploy in the cloud, on-prem or as a hybrid. The user interface for both the installed client and the Web client are so similar that some people don't even know which one they're using – and that's exactly what we wanted to achieve. Independence from where you are.

The market has really embraced our business solutions for AP Automation, Contract Management, HR Personnel File, eForms and most recently the complete integration with DocuSign. This will be followed in 2021 with Knowledge Management and eLearning. Our Business Solution Framework modules are completed with a full suite of collaboration features such as feeds, workflows and various notification features.

I personally like and use the ELO for Smartphone features almost daily.

IDM: What are some of the main reasons that organisations are looking to deploy ECM in 2020?

RK: 2020 was/is a strange year and we have increased our sales dramatically because companies have realised that you don't have to be at the office to be productive. A good system will give you both, the information when you need it and the workflows to make smarter decisions. 2020 was/is a year where companies need this. I am not sure if the term Digital Transformation hasn't been overused in 2020 but it's certain that companies and government organisations have all come to realise that

staff productivity is more important than their location.

IDM: What impact do you think the Corona crisis has on the enterprise content management (ECM) industry?

RK: I would say that there have been three phases. The first one started in March / April where we all had no idea what to do. We appear now to be in the second phase meaning that the transition to remote working – at least for office staff – has become somewhat normal. We realised that remote working – with the right tools – isn't as bad as we would have thought 18 months ago.

Phase three will be interesting. Many entities jumped on SharePoint, Microsoft 365 and Teams which provides a new tool for shared document storage but not processes. Companies will learn that this isn't enough.

SharePoint is a framework and ELO is a product. While SharePoint is a powerful framework you still need to build processes from scratch. ELO can be up and running in 5 days providing immediate benefits. We hear more and more that people find that SharePoint becomes “just another shared drive”. Duplicate control, visualisation of structures, open APIs and process functions are often missing. ELO has a very powerful SharePoint synchronisation and our SharePoint/ELO customers usually separate the business process (ELO) from the user access (SharePoint). They say that SharePoint may be the frontend but ELO does the hard yakka in the background.

IDM: What are some of the smart technologies we can expect in upcoming releases of ELOprofessional and ELOenterprise?

RK: ELO has continued developing best practice business solutions. Our Australian team has added locally developed solutions such as Google Maps integration, eSignature integration and other developments.

Docker/Kubernetes and other backend technologies are just the beginning of the cloud technology leap. Without exposing our competitive advantages, I think we'll be focussing on fast deployment and enhanced functionality. We were recently able to implement a full suite of Records Management at Junee Shire Council in NSW in just over 18 days, while others quoted 60-80 days.

Together with local developer Castlepoint Systems we're looking to integrate some of their astonishing capabilities in AI and auto-classification. Our next scheduled release in 2021 will have some ground-breaking new functionalities such as Integration Clients which take away or reduce the need for additional development, also additional modules for internal and external collaboration, visitor management and an eLearning platform.

<https://www.elo.com/en-au>



Can we keep control of our own identities in blockchain?

New research from The University of South Australia indicates there are key privacy issues inherent to current blockchain platforms, suggesting greater effort should be made to refine the technology so it conforms to privacy rights and expectations.

Given how much we depend on it today, it's easy to forget that only 20 years ago, the Internet didn't really feature in most people's lives – in 2000, there were just 361 million web users globally, or about 6 per cent of the world's population.

Now, in 2020, an estimated 4.57 billion people access the Net regularly, with almost 90 per cent of Australians plugged into the online universe.

The rise of digital connectivity has brought profound benefits in some areas, but serious disruption has followed in others and, increasingly, people recognise the need to avoid techno-pitfalls in the future.

One of the biggest worries about our digital lives is privacy, and UniSA emerging technologies researcher, Dr Kirsten Wahlstrom, believes the next generation of connected software and hardware could push the issue to breaking point.

"We're at a really delicate point with this because, increasingly, societies and economies are organised around data, and that has huge implications for privacy," Dr Wahlstrom says.

"The main problem is, we're still struggling to understand what 'privacy' actually means in an online world – it's not the same as data security and protection, it's about how individuals control their whole online identity, and expectations around that change from person to person and situation to situation.

"By now we should have smarter technologies that recognise those changing contexts and preferences, but so far that hasn't been a priority, so, in fact, emerging technologies like blockchain and the Internet of Things have the potential to further compromise people's privacy."

A new paper from Dr Wahlstrom and colleagues, Dr Anwaar Ulhaq and Professor Oliver Burmeister (both from Charles Sturt University), suggests the exact features that make blockchain such a secure technology also make it a privacy minefield.

Blockchains use details of previous transactions, including participants identities and exchange values, to verify future transactions by embedding this information in the data chain, and the viability of the system depends on the uneditable nature of each block.

"The European Court of Justice ruled European citizens have the right to be forgotten," Dr Wahlstrom says, "but once someone's details are embedded in a blockchain, the system never forgets – yes, those details might be encrypted, but they are also part of an irreversible ledger, and one that's on the cloud.

"As long as a blockchain is in existence, it clashes with the European ruling that people have the right to retract data."

Recognising there are also many benefits to the blockchain system, Dr Wahlstrom suggests greater



effort needs to concentrate on developing variations of the technology that retain its virtues while also taking the privacy consideration seriously.

"For example, our research has looked at the HoloChain platform, which uses a distributed hash table to break the blockchain up, and then the chain, instead of sitting on the cloud, sits where end users want it to sit," Dr Wahlstrom says.

"This allows individuals to verify data without disclosing all its details or permanently storing it in the cloud, but there are also still a lot of questions to answer about how this affects the long-term viability of the chain and how it obtains verifications."

With a number of recent incidents indicating [blockchains are not the 'unhackable' technology](#) they were once claimed to be, privacy concerns about the platform are mounting, and the same worries are now also surfacing among leading Internet of Things thinkers.

"Some years ago, I was at a presentation by Vint Cerf (Google's 'Chief Internet Evangelist'), and I asked him about privacy, and at the time, he thought it was irrelevant, a view he was then well-known for," Dr Wahlstrom says.

"Whereas in 2017, he and a co-author wrote that privacy is one of the biggest issues facing the Internet of Things and he called for regulation – if we have millions of devices collecting data about life on Earth: who controls it, how can we use it and how can we opt out when we want to?"

Dr Wahlstrom believes we have reached a crucial point where these considerations must be anticipated and addressed as an integral part of developing new technologies, rather than just treated as a secondary issue that can be tackled reactively and retrospectively.

"We know that technologies disrupt society, and too often they do that in ways that we're not fully aware of when it is actually happening," she says.

"Researchers and technologists can apply ethical analysis approaches, like the one proposed by The Et=Hics Centre at Sydney University, to see how their innovations might disrupt society, both the positive and negative, and then develop ethical, practical processes to deal with those impacts on society before they occur.

"In respect to privacy, I think the crucial first step is for the industry to develop a clear definition of what 'privacy' actually is – what we are trying to protect and why – and then agree standards to ensure those requirements are met across the board.

"It shouldn't be an afterthought anymore."

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The New Digital Government

By Stewart Hollingdrake

In a rapidly changing environment, Australia's ability to adapt and continue to deliver critical services has been tested. Organisations across Australia now have an urgent need for flexible and secure access to their corporate information.

Government organisations are implementing new technology that enables them to work seamlessly from anywhere, and that allows them to effectively collaborate across organisations without unnecessary and time-consuming processes and procedures.

The need to collaborate across jurisdictions has increased as customer expectations relating to service delivery have risen. Digitisation has also accelerated as organisations adapt to new remote working practices. Maintaining security and governance across environments is crucial as organisations rapidly deploy new technology to enhance their capabilities.

Transformation through Modern Cloud Technology

As organisations adapt, they are seeking to enhance their capabilities through modern cloud technology solutions that are flexible and meet their unique business requirements are more critical than ever.

The transformation required at an organisational level when implementing new technology and processes is an ongoing challenge. Many organisations are changing the way they work as they adapt quickly to learning new tools and technologies that are replacing legacy systems and face to face interactions. Such transformation relies on a culture of adaptability, flexibility and resilience.

New technology cannot merely be deployed without supporting an organisation through the process. Technology does not have a history of being intuitive and easy to use, and the challenge around user adoption is not new. Technology solutions need to be easy for employees to utilise and master, and in the best-case scenario, the transition to new technology should be seamless.

Organisations that support a change management culture are more likely to successfully embrace new technology. Solutions that are intuitive by design and cater to existing workflows enable a smooth transition. Many organisations resist in implementing new technology based on the internal challenges that often outweigh the need to improve internal systems, however, modern technology is available that allows a seamless transition through the adaptation of existing systems and processes.

Modernising Information Management and Governance

Information management and governance is a crucial obligation across Government organisations, and many legacy systems have been unable to support remote working practices, without unnecessarily administrative processes involved. Organisations have come to us seeking advice on how they maintain security and governance across new remote working environments. Modern technology provides "zero-touch" approach to security, governance and compliance. This is achieved through AI functionality and intelligent discovery services, allowing users to focus on the core aspects of their role rather than administrative burdens.

We have helped organisations digitise their information management and governance systems that operate across the highest levels of security and compliance. Our Information Management solution, Citadel-IX, takes an organisation's existing systems and processes, and enables seamless access across remote environments, without compromising on security, governance or compliance.

Citadel-IX provides organisations with capabilities and technology to better manage information resources, and find reliable, authentic and accessible evidence of their business activities. Currently supporting over 23,000 users Australia-wide, Citadel-IX continues to grow as we support those who are now working remotely, providing secure access to vital corporate information in these uncertain times.

Zero Touch Information Management

Citadel-IX provides a comprehensive, end to end functionality to identify records in any enterprise repository, automatically classify records in any business system against approved Records Authorities, apply retention and other information management policies to records and detects and protects sensitive data.

Key features of Citadel-IX:

Autoclassification – AI functionality automatically classifies digital records from corporate repositories to comply with relevant records authorities.

Findability & Discovery - Intelligent Discovery Services (IDS), powered by Micro Focus IDOL, enable out-of-the-box connection to 150 data repository types behind and beyond your firewall.

Reporting & Visualisation – Feature-rich reporting and visualisation capability enables the development of reporting and dashboards with tools available within the platform or by connecting 3rd party tools such as Microsoft PowerBI.

Governance & Strategy - a comprehensive toolset to support organisations with the implementation of a robust Information Governance Strategy across the enterprise.

Innovation & Creative Ideas - Citadel-IX is a next-generation, information management and governance platform to automate the capture and management of electronic, physical and hybrid documents and records.

Security and Confidentiality- manage document and record access to ensure the confidentiality, security, and integrity of records. Citadel-IX is ISO/IEC 27001 certified and has been designed to meet the requirements of the Australian Government Information Security Manual and runs on an ASD Certified Cloud Service (for Software-as-a-Service deployments).

Please get in touch with us if you are having challenges within your organisation relating to secure remote access to information, maintaining security, governance or compliance, or simply want to chat about information management best practices.

<https://citadelgroup.com.au/contact-us/>

Stewart Hollingdrake is Director of Sales at The Citadel Group Limited

Citadel Group acquired by Pacific Equity for \$A500M

Cloud ECM and healthcare software specialist Citadel Group has agreed to a \$A500 million takeover by Pacific Equity Partners (PEP), a private equity firm with over \$A5 billion assets under management.

Citadel's board unanimously recommended that shareholders vote in favour of the proposal in the absence of a superior one.

Citadel board chair Peter Leahy said, "The [PEP acquisition bid] is an attractive transaction which provides an all-cash option for Citadel shareholders. The Citadel board has unanimously concluded that the Scheme represents a compelling outcome for our shareholders, customers, suppliers, and staff."

"The price is a very tangible measure of the value and quality of Citadel's industry leading expertise in specialist software and critical secure information management in complex environments like healthcare, defence and national security, government and tertiary education."

"At a significant premium to the current trading price, PEP's offer provides Citadel shareholders with certainty of value and the opportunity to realise their investment in full for cash."

"Citadel's customers will benefit from access to a broader product suite and service capability given Citadel's ability to invest more in growth markets and sectors, and further develop its industry-leading software solutions, with PEP's backing."

"In addition, the Scheme is positive news for Citadel staff, as we believe there will be increased opportunities to develop new technologies with new partners and advance and grow their careers."

Citadel expects the acquisition will finalise in December 2020, subject to some conditions satisfied.

Microsoft Cloud Revenue beats Google and IBM

A robust cloud segment drove Microsoft's results for the fourth quarter of its fiscal year 2020 (FY20 Q4). According to the research data analysed and published by StockApps.com, during the period which ended on June 30, 2020, Microsoft had an increase of 30% in commercial cloud revenue.

Based on the tech giant's earnings release FY20 Q4, the commercial cloud was a top performer.

For the first time this year, annual commercial cloud revenue exceeded \$US50 billion, reaching a high of \$US51.7 billion for the fiscal year ended June 30, 2020.

It goes without saying that some segments of Microsoft's business benefitted from the stay-at-home orders occasioned by the pandemic.

Cloud usage surged with the higher numbers of customers learning, gaming and working from home.

In FY20 Q3, Office 365 business users rose from 200 million to 258 million. Surface revenue went up 28% from \$US1.34 billion in Q3 2020 to \$US1.72 billion in Q4 2020.

Q4 Gaming revenue, on the other hand, increased by 64% while Xbox content and services revenue surged by 65%.

The revenue from server products and cloud services increased by 19%, while Windows OEM and commercial

revenue grew 7% and 9%, respectively.

Based on the performance of FY20 Q4, Microsoft now sits at the helm of enterprise cloud business courtesy of its \$14.3 billion revenue. It is way ahead of Amazon AWS, whose revenue was \$10.8 billion. IBM and Google sit in third and fourth spots in terms of revenue with \$6.3 billion and \$3.0 billion, respectively.

In terms of segments, Intelligent Cloud revenue totalled \$US13.37 billion, an increase of 17% year-on-year (YoY), against an expected \$US13.11 billion according to FactSet. The segment includes Azure, GitHub, SQL Server, Windows Server and other enterprise services.

The Productivity and Business Processes segment posted \$US11.75 billion in revenue, an increase of 6%, lower than the expected \$US11.91 billion. Under this unit, the sub-segments include LinkedIn, Office and Dynamics.

It is noteworthy that Azure's revenue growth of 47% drove the growth in server products and services revenue, which reported a 19% increase. However, an increase of 47% for Azure is not necessarily good news. Its figure has been dropping consistently since Q2 2018.

While Azure led the growth in Microsoft's enterprise cloud revenue, it hardly captures the fullness of the tech giant's cloud portfolio. Over 3 million organizations use GitHub, including a good number of Fortune 50 companies.

Azure Cognitive Services is another significant constituent of the segment. According to the Microsoft earnings report, in the month of June 2020 alone, it was used to process 13.5 billion transactions. It was also used in transcribing 9 million hours of speech and sending 2.5 billion messages.

65% of SAP Customers Use Automation: Study

A survey of more than 200 SAP customers between May and June conducted by SAPinsider on behalf of UiPath found that increasingly levels of deployment of automation technologies to fully embrace digital transformation, maximize process efficiency, and create more fulfilling work-life balances.

For the study, SAPinsider surveyed the SAP community across geographies, industries, and company sizes.

It found that 65% of SAP customers are currently using automation technology, with 56% using RPA specifically to empower employees to focus on higher-value activities and optimize processes as part of planned S/4HANA migrations.

The top three automation objectives for SAP customers are: integrating automation capabilities across both SAP and non-SAP systems (58%), standardizing processes as part of an SAP S/4HANA migration (40%), and configuring and executing software robots to automate processes (RPA) (40%).

Further, the study found that:

■ Forty-eight percent of respondents use RPA from a third-party vendor and 19% use SAP Intelligent RPA.

■ Finance is the most popular function in which to apply automation (56%), followed by supply-chain (43%) and SAP S/4HANA migrations (39%).

■ The top requirements among SAP customers using automation are: solution flexibility (82%) and transparency into operational processes and bottlenecks (75%).

To access the study, visit <https://reg.sapinsideronline.com/reg/2207/2026/uiopath/>.

COVID Triggered A Rush to Digitisation

In just a few months, the COVID-19 crisis has brought about years of change in the way companies in all sectors and regions do business. According to a new McKinsey Global Survey.

The consultancy firm [released the results](#) of a global survey of nearly 900 executives it undertook in July. It found that companies have accelerated the digitization of their customer and supply-chain interactions and of their internal operations by three to four years. And the share of digital or digitally enabled products in their portfolios has accelerated by a shocking seven years.

Nearly all respondents said that their companies have stood up at least temporary solutions to meet many of the new demands on them, and much more quickly than they had thought possible before the crisis.

"What's more, respondents expect most of these changes to be long lasting and are already making the kinds of investments that all but ensure they will stick. In fact, when we asked executives about the impact of the crisis on a range of measures, they say that funding for digital initiatives has increased more than anything else—more than increases in costs, the number of people in technology roles, and the number of customers," the report's authors wrote.

The survey results confirm the rapid shift toward interacting with customers through digital channels. It found that respondents are three times likelier now than before the crisis to say that at least 80 percent of their customer interactions are digital in nature.

McKinsey asked about 12 potential changes in respondents' organizations and industries, namely how long it took to execute them and how long that would have taken before the crisis.

"For many of these changes, respondents say, their companies acted 20 to 25 times faster than expected. In the case of remote working, respondents actually say their companies moved 40 times more quickly than they thought possible before the pandemic. Before then, respondents say it would have taken more than a year to implement the level of remote working that took place during the crisis. In actuality, it took an average of 11 days to implement a workable solution, and nearly all of the companies have stood up workable solutions within a few months."

When respondents were asked why their organizations didn't implement these changes before the crisis, just over half said that they weren't a top business priority. The crisis removed this barrier: only 14 percent of all respondents said a lack of leadership alignment hindered the actual implementation of these changes.

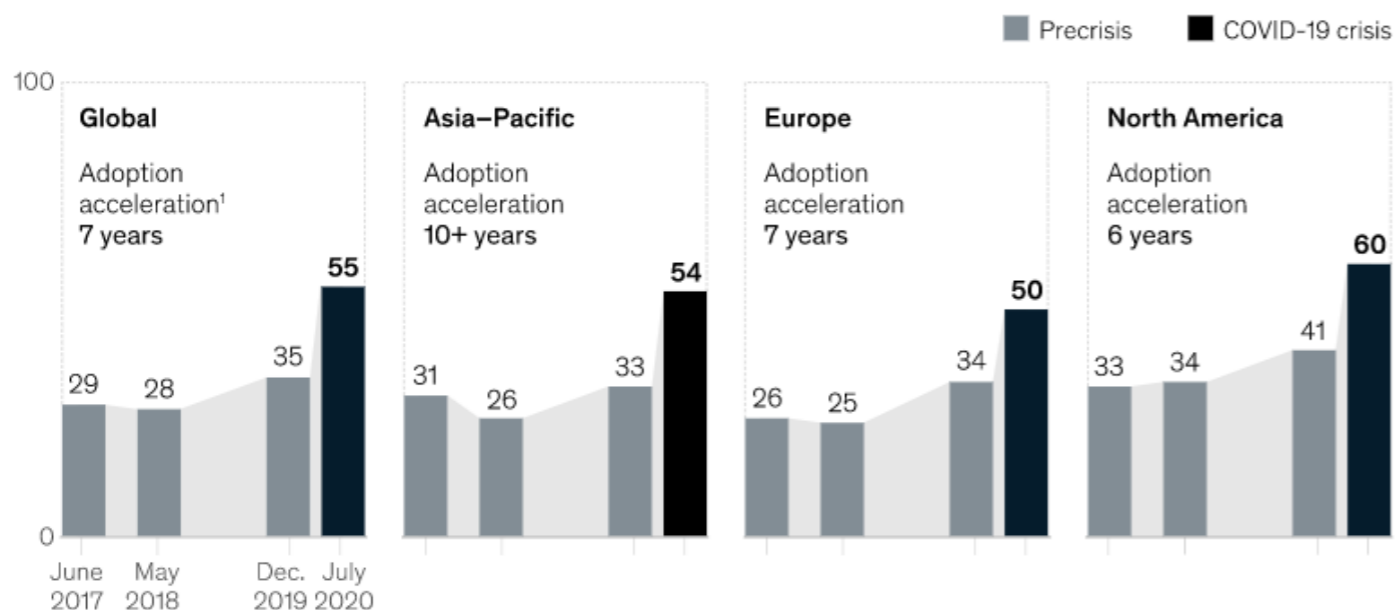
Of the 12 changes, remote working and cloud migration were the two that respondents said have been more cost-effective than precrisis norms and practices.

"The results also indicate that along with the multiyear acceleration of digital, the crisis has brought about a sea change in executive mindsets on the role of technology in business. In our [2017 survey](#), nearly half of executives ranked cost savings as one of the most important priorities for their digital strategies. Now, only 10 percent view technology in the same way; in fact, more than half say they are investing in technology for competitive advantage or refocusing their entire business around digital technologies."

The full report is available at <https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/how-covid-19-has-pushed-companies-over-the-technology-tipping-point-and-transformed-business-forever?action=download>

Across business areas, the largest leap in digitization is the share of offerings that are digital in nature.

Average share of products and/or services that are partially or fully digitized, %



¹Years ahead of the average rate of adoption from 2017 to 2019.

Global Cloud-Based Document Management Solution for HP Workpath

FileBound parent company Upland Software and HP have announced plans to bring Upland's Document Workflow Cloud solutions onto HP Workpath as part of their continued efforts to modernize the flow of information between paper and digital.

The new offering, which is expected to be released at the end of 2020, is a full end-to-end unified cloud-based workflow platform for document capture, image processing, and data extraction.

Lee Green, Sales Director, FileBound Australia, said, "FileBound Australia already partners with a number of key HP channel partners.

"This agreement will allow us to build a wider relationship in the HP ecosystem and most importantly provide more of HP's customers with access to the industry-leading FileBound work automation platform."

Upland's Document Workflow Cloud will help HP customers capture and digitize documents from multiple sources (e.g., faxes, emails, scans, electronic

content, etc.), extract key content, and then categorize and route the documents for further action.

Once the documents are routed to the appropriate workflow (e.g., digital mailroom, health screenings, HR onboarding), they can be retained for easy retrieval or destroyed based on rules set by the organization's data retention policy.

"Our customers need flexible, dynamic product solutions that enable digital document lifecycles for their business and that align with their unique requirements, especially in today's environment," said Paul Birkett, Head of Commercial Software Solutions at HP Inc.

"Having built a long-standing collaboration with Upland, we believe their Document Workflow Cloud has the full breadth of capabilities our customers are looking for and that will deliver on HP's cloud-based solution promise."

To learn more, contact [FileBound Australia](#)

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Top five most complex places revealed for rules and regulations in APAC



DO'S



DON'TS

Indonesia is Asia Pacific's most complex jurisdiction for corporate compliance, according to a new report by global professional services firm TMF Group.

'Rules and regulations: Managing the evolving compliance landscape facing multinationals' ranks 77 jurisdictions by the complexity of legislation, regulations, rules and the penalties they prescribe. It found Indonesia's regulatory environment to be Asia Pacific region's the most complex, followed by Taiwan, Japan, South Korea and Malaysia. By contrast, Hong Kong, Australia, Vietnam, Philippines and New Zealand were seen as the least complex, with all of them having legislative environments that encourage foreign direct investments.

Amongst the reasons for Indonesia's ranking was the fact that it takes more than a year to dissolve a company, more than a year to incorporate a public company and, until recently, it had legislation on the statute book denying investors access to many industries.

The report found that the burden of legislation governing transparency and ownership disclosure is steadily growing across the region. Examples include:

- Ultimate Beneficial Owner (UBO), a register that complements these initiatives, operates in 68% of global jurisdictions. In APAC, UBO registers which are now required in 57% of the jurisdictions surveyed, compared to 29% of jurisdictions surveyed last year.
- Know Your Customer (KYC) guidelines that require companies to conduct due diligence on their customers started off as a way to monitor transactions in the financial services industry. Now, 29% of APAC jurisdictions require KYC across all industries – compared to 26% globally.
- Anti-Money Laundering (AML) guidelines aim to hinder criminals in claiming illicit funds as legitimate income. This year, 50% of APAC jurisdictions have adopted AML across all industries, compared to 47% of jurisdictions worldwide.

The Organisation for Economic Co-operation and Development's Common Reporting Standard (CRS), which went into effect in 2017 and requires cross-sharing of financial transaction data, has been committed by 79% of jurisdictions in APAC, compared to 82% globally and 95% in EMEA.

Predrag Maletic, head of strategic growth and development at TMF Group said: "Compliance requirements are increasingly layered, often resulting

from simultaneous international and local legislative demands. Businesses will need to have a strong understanding of both local practices and international frameworks to successfully navigate the complexity of rules, regulations and penalties."

The European Union continues to flex its regulatory muscle regarding transparency and fairness in taxation by introducing the DAC6 mandate, which requires reporting of cross-border tax arrangements. The reporting obligation applies to organizations doing business in the region regardless of the location of their headquarters. Failure to comply with DAC6 could result in significant penalties and reputational risks. The reporting requirement was supposed to take effect on July 1, but the EU postponed implementation because of the Covid-19 pandemic.

While EU directives are aimed at member states, they are often used as a model for other jurisdictions around the world, according to the TMF Group report. Mexico and Australia are in the process of introducing their own versions of DAC6 aimed at reducing international aggressive tax planning.

The process of dissolving a business is often overlooked. This takes more than six months on average at a global level, compared with less than a month for incorporation. Dissolution in APAC is particularly complex, taking around nine months on average and over a year in five jurisdictions (not only Indonesia, but also China, Malaysia, the Philippines and Thailand) within the region.

To ease the burden of compliance, governments are increasingly using digital tools to streamline processes and reduce complexity. TMF Group found that official submissions to authorities are now done electronically in 71% of jurisdictions. These sorts of technological advances are likely to remain in place going forward.

Predrag Maletic said: "The most innovative jurisdictions are refining their processes to accommodate the rising tide of compliance requirements. A key strategy for maintaining a simple environment despite legislative change is to leverage technology in order to make interacting with authorities as simple as possible for companies."

This latest report by TMF Group expands on the findings of its Global Business Complexity Index 2020 that ranked jurisdictions on overall business complexity.

To download a complimentary copy of the report, click [HERE](#).



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OpenText eSignature now available to SMBs

OpenText has expanded its electronic signature offering, which is now available to small and medium-sized businesses (SMBs) and developers in addition to large enterprise.

The offering includes a full feature, low-cost option of Core Signature for small and medium-sized businesses and the Core Signature Service for developers looking to integrate e-signature into custom-built applications.

“Successful and resilient organizations are digitizing processes and empowering remote workers with the tools they need to close business,” said Muhi Majzoub, OpenText Chief Product Officer.

“Organizations of any size can deploy Core Signature for critical business processes, providing users the ability to sign documents within the applications they use most.”

OpenText Core Signature enables employees and partners to sign quotes, contracts, and other documents in a fast and hassle-free way.

The OpenText portfolio of electronic signature offerings enable customers to incorporate electronic signature into their business processes in a way that best suits their needs.

[OpenText Core Signature](#) is a SaaS application that enables customers to sign and approve digital documents quickly and easily from anywhere at any time. It deploys immediately, delivering a complete, full-feature electronic signing solution, helping digitize key approval processes and save time during signature collection. Access the 14-day free trial, [here](#).

OpenText Core Signature can also be deployed as an add-on to [OpenText Core Share](#), combining secure document management and sharing so that organizations can collaborate on documents from authoring all the way to signature.

[Core Signature Service](#) empowers developers to easily build and integrate secure, rapid electronic signing for document preparation into new applications, critical business applications or existing OpenText solutions. The service is also available to OpenText OEM partners.

Alfresco adds WORM Storage for Compliance

Alfresco Software, the open source, content management platform and solutions provider, has announced the addition of immutable, Write-Once-Read-Many (WORM) regulatory compliant storage to its Alfresco Governance Services – a modern records management capability of the Alfresco Digital Business Platform.

Tony Grout, Chief Product Officer, Alfresco, said: “Alfresco’s WORM functionality offers users streamlined governance operations with automated records declaration and filing, all of which ensures greater accuracy in filing and minimal manual effort.

When coupled with AWS S3 (v3.1) Connector, users gain lower cost storage and reduced maintenance costs, especially when compared to on premises alternatives.”

Through configurable policies in Alfresco’s Digital Business Platform, users can keep their storage data in

an immutable state – where content can be created and read but not modified or deleted – in order to conform to regulatory compliance, secure document retention or legal holds.

Financial Services organizations and more are required to retain business-related communications in a Write-Once-Read-Many (WORM) or immutable state that ensures they are non-erasable and non-modifiable for a specific retention interval.

The immutable storage requirement is not limited to financial organizations, but also applies to other industries including healthcare, government, insurance, media, public safety, and legal services.

Grout continued: “Compliance is mandatory and can result in not just heavy fines for non-compliance, but also damage to a company’s reputation, the potential for increased audits, imprisonment in certain severe cases, and even the shutdown of a particular operating unit.

“With the easy-to-use Alfresco Governance Services and the new WORM functionality, we enable organizations to better protect themselves against the ever-increasing complexity and magnitude of a regulatory environment.”

Additional functionality includes enhanced manual and automated filing of records and record versions to reduce risk and minimize the impact of regulatory compliance on normal business operations.

<http://www.alfresco.com>

Blue Prism AI-Powered Call/Contact Centre

Blue Prism Service Assist is a new offering from the RPA vendor designed for contact centre agents that automates tasks such as searching databases, scheduling callbacks, and updating customer records. These capabilities also include supporting attended automation, digital workforce orchestration as well as integration with AI and machine learning tools to accelerate customer services.

“Contact centres are the frontline of the customer experience,” says Linda Dotts, Blue Prism’s Chief Partner Strategy Officer.

“Consumers today are demanding that all modes of interaction are seamless between virtual channels and live agents, but all customer support teams face challenges, including legacy systems, high staff attrition, at home agents and cost minimisation. This is where Service Assist comes into play.”

Service Assist promises to deliver an efficiency boost in the following ways:

- Supports end-to-end digital workflows by integrating and embedding Service Assist screens directly into the customer’s choice of web-based agent interfaces or broader CRM, ERP and BPM platforms.
- No coding required - if there is a change in the business process that a digital worker is performing, the change can quickly and easily be configured with minimal downtime.
- Provides flexible architecture deployment options including on-premises, cloud or hybrid.
- [Blue Prism’s Digital Exchange \(DX\)](#) enables the add-in of intelligent automation and AI capabilities to automate processes.

Ellby Group leaps into HyperAutomation

The Ellby Group has formed a strategic partnership with [Intellibot](#) to access the company’s HyperAutomation platform.

Ellby Group companies offer cloud deployed, digital transformation solutions to the Asia Pacific business market. It does this through three trading entities, [FileBound Australia](#), [UpFlow](#) and [UpSol](#).

“This partnership further broadens the range of customer problems our cloud-based platform can solve,” said Lee Bourke, Managing Director of the group.

“We look forward to utilising their AI in our solutions designs and are particularly energized by the Intellibot teams’ high levels of energy and approach to market.”

The Intellibot HyperAutomation Platform is configured to allow organisations to more easily adopt next-generation technologies such as AI/RPA, Chatbot, NLP, IoT, data extraction tools, and computer vision. It can be configured to run on-premise or on private, public (Amazon, Azure or Google) or hybrid cloud infrastructure.

It is a one-stop platform with prebuilt integration with many enterprise applications to enable smooth and rapid deployment. Key features include banking grade security, role-based access control (RBAC) and multi-tenancy.

There are three components that make up the HyperAutomation Platform: Intellibot Studio, Orchestrator and AI.

Studio is where you design and create your Business Process Automations. It boasts a wide assortment of pre-

designed components and a code-free environment.

Govern, manage and supervise your Digital Workforce in Intellibot Orchestrator.

Orchestrator’s Multitenancy capability allows you to create logical partitions to allow effective management of robots for different customers, internal or external, from a single instance. Each logical instance has its own ACL (Access Control List), Robots, Licences, Logs, Etc.

Intellibot AI solutions are simple to use and built for non-Machine Learning Engineers. They can be easily integrated with existing business processes using Intellibot RPA/RDA robots. Intellibot’s AI platform currently supports Text Analytics and support for Image and Voice Analytics is coming soon.

The Platform comes with built-in cognitive services such as Sentiment Analysis, Natural Language Processing (NLP) and Optical Character Recognition (OCR). Intellibot has native support for IBM Watson, Google Machine Learning and Microsoft Cognitive Services.

“The Intellibot team is pleased to have partnered with Ellby Group for the Australia and New Zealand markets and we are looking forward to an exciting journey ahead. This partnership will help Intellibot establish its presence in these markets”, said Bharat Madnani, VP - Client Success at Intellibot.

“The Ellby Group has a strong channel partner network and a long list of existing customers that will benefit through this partnership, together we will not only help track their automation journey but with Intellibot’s unique features and reduced total cost of ownership, users will see a positive impact on their bottom line almost immediately.”

<http://ellby.com>

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ABBYY Timeline 5 adds Task Mining capability

ABBYY has expanded the capabilities of its Process Discovery platform, Timeline 5, to include Task Mining (also known as Process Discovery).

Process mining centres on performance metrics and the order of process steps to determine how a process is treated. With the help of log files, it allows companies to see the actual stages of completion of a process and pinpoint bottlenecks using business data such as key performance indicators (KPIs) for process improvement or the discovery of automation opportunities.

Moreover, task mining looks at how companies manage a specific step of the process through recordings and snapshots. Here, it helps companies identify what employees actually do when they perform a particular task and identify the common actions through user interactions. This data is then used to improve processes.

Task mining demonstrates how companies run their tasks more accurately, and process mining allows them to use user interaction data to understand how accurately they are executing their processes.

(ABBYY has published an explainer blog post at "[Task Mining Extends ABBYY Process Intelligence with Desktop Analytics.](#)")

ABBYY says Timeline 5 analyzes desktop user interaction data and seamlessly links it with process details mined from system event data enabling organizations to enhance operational efficiency, improve customer experience and accelerate impactful digital transformation initiatives.

During the COVID-19 pandemic two-thirds (66.7%) of organizations encountered broken processes, according to a global [Forrester study](#) conducted in Q1 2020. Companies are struggling to fully realize the potential of digital transformation initiatives because they don't have visibility into their business processes. The primary cause of these challenges is that their Business Process Management (BPM), Robotic Process Automation (RPA) and process mining tools lack the ability to understand the details of variable processes all the way down to the steps users take.

"With our new task mining capabilities, we continue to set the bar for Process Intelligence tools enabling our customers to realize the alignment of their people, processes and data critical to the success of their digital transformation efforts," commented Scott Opitz, Chief Marketing Officer at ABBYY.

"The addition of these new capabilities to ABBYY's Digital Intelligence platform will allow organizations to better identify, design, implement and monitor their RPA, Analytic Process Automation and Intelligent Document Processing initiatives so they can realize the greatest returns on those investments."

ABBYY Timeline allows for visibility into business processes with insights from unstructured and semi-structured content delivered by ABBYY's Content Intelligence suite. [According to Gartner](#), the platform is positioned to "uniquely address content/case-based digital transformation initiatives, providing end-to-end visibility into highly variable content-centric processes and how they are performing to identify challenges, improve efficiencies and enhance customer experiences."

The task mining capabilities of Timeline 5.0 are designed to:

- Identify time-consuming repetitive tasks and recommend possible candidates for automation, thereby freeing up knowledge workers to focus on higher value activities and enabling leaders to make data-driven decisions for automation initiatives;
- Uncover variabilities in task execution to enable automation safeguards that mitigate the risk of compliance violations;
- Combine task-level details with Timeline's intuitive point-and-click process analysis tools to provide a unified end-to-end and top-to-bottom operational understanding and ensure that digital transformation initiatives deliver predictable results and do not cause unintended consequences;
- Easily scale to large numbers of desktop users to discover the full set of variations in user actions while strictly protecting sensitive information through a multi-faceted set of data security services.

<https://www.abbyy.com/timeline/>

Microsoft desktop RPA adds Process Mining

Process Analytics Factory has announced a partnership with Microsoft to incorporate PAFnow Process Mining software with Microsoft's [Power Automate](#), a new desktop-based robotic process automation (RPA) solution. PAFnow is claimed to be the only process mining tool that is fully integrated with Microsoft Power BI and is a certified software application on Microsoft Azure Marketplace.

PAF Executive Vice President of North America Operations Jason Wickman., said RPA works best when applied to increasing the efficiency of repetitive processes. "It can't fix a broken process or 'learn' how to react to unexpected events," he said. "Process Mining tools like PAFnow analyze how processes actually transpire, how they deviate from the ideal model, which problems occur and which optimization measures should be taken."

PAFnow makes data-intensive work simpler by converting data into insights and actions. With one click, PAFnow visualizes millions of rows of data into one easy-to-understand process map. It empowers every business user to find actionable insights in minutes and drive corrective actions with confidence. When used in combination with business analytics tools, Process Mining eliminates siloes within the enterprise while providing visibility across platforms, applications and even departments.

"The cost of identifying, analyzing and documenting processes can account for well over half of the total effort of automation projects," Wickman said. "PAFnow gives businesses the transparency and clarity they need to identify those processes which best lend themselves to automation and can ultimately reduce RPA costs."

The combination of Power Automate Desktop and PAFnow Process Mining extends the automation capabilities and makes it possible to automate any desktop or web-based application.

"PAFnow is a valuable asset to any optimization strategy," said Wickman. "It can help unlock the potential of automation."

<https://pafnow.com/en/>



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Tune in for details of next gen automation for BPOs and FSI

TCG Process Australia has announced two upcoming webinars on November 25 & 26 devoted to process automation in the BPO and FSI sectors.

TCG Process is an international organization solving business process automation challenges with its DocProStar platform, digitizing and automating complex processes across enterprises like Banking/ Finance, Insurance, Healthcare, Public Administration and their business process outsourcers or shared services organizations. TCG markets solutions direct-to-customer and via partners, on five continents.

Initially a small invoice capture specialist in Switzerland, the company was acquired by former Kofax/DICOM CEO Arnold von Bueren in 2006 who has since broadened the company's range of solutions and rewritten the underlying code by adopting a no code/low code application engine.

After experiencing success with its solutions in the European market, TCG Process is now undertaking rapid expansion internationally.

"We have seen, and the analysts have confirmed, that large, enterprise companies are looking at the second generation of capture and process automation products," said von Bueren.

"They've realized that the legacy solutions are difficult to upgrade and/or expand their use. Many times legacy products are simply in maintenance mode from the supplier. Customers want to replace them with a modern, service-oriented product, and a flexible processing platform that gives them the ability to do more."

DocProStar is a SaaS platform with a RESTful architecture that can interoperate with many legacy systems to deliver process automation without having to rip and replace. It includes inbuilt AI, RPA, OCR and document classification but can also work with any of big three cloud providers of these solutions [Microsoft, Google, Amazon] or other 3rd party SDKs on the market.

Sixto Suñé, CEO TCG International, believes there are unique problems that financial institutions face that makes it more important for them to automate processes.

"It's about money! Financial institutions and the products they offer are heavily regulated and bound by lots of government rules and procedures. This means they have a need for tracing and auditing their product agreements and processes.

"Additionally, the processes that surround things like customer applications and onboarding for these financial products need to be executed quickly and efficiently because competition is fierce, and margins are low. In a nutshell, banks and financial institutions are looking to mitigate risk while providing a fantastic customer experience. It's almost impossible to do this without process automation," said Suñé.

"The channels through which information flows to these organizations are immense and overwhelming; it's difficult to properly train and expect employees to



enforce compliance in all of these regulatory processes. This is where we come in - it is essential for banks and financial institutions to identify a tool that can rapidly turn documents and unstructured data into real, actionable information. Only now can they utilize that data to make decisions automatically and according to business rules. We do it with an optimal mix of a low code/no code platform, bots, and the customer's own systems and employees."

Many established financial organizations also have a patchwork of legacy banking software systems that pose huge challenges to providing that special customer experience. Upgrading these complicated older systems comes with multi-million dollar price tags, so making a huge change of that nature in a short time span can be unrealistic. Most large financial intuitions are already utilising BPO (business process outsourcers) to meet their process challenges. TCG's current platform was built with BPOs and shared service centres (SSCs) in mind, with specific implementation models, commercial terms and costing schemes.

"BPOs are a key piece of the puzzle in banking. Anytime we are doing work with a financial institution, we are often also talking to their BPOs or outsourcers," said Suñé. "It used to be that these outsourcers felt they needed to have their own technology products to remain relevant. But in our work with BPOs, they are starting to see that relying on a best-in-class vendor for technology can then allow them to focus on being agile and truly focus on their goal of improving the efficiency of their bank customers."

"As we see today, information exists not only on documents but in other types of media like video, images, social feeds - and this will continue into the future. TCG's platform has a concept of WYSIWYP, or What You See Is What You Process - we can process information in whatever format or structure it arrives to your organization and apply those key business rules regardless of where that information originates.

"Any solution that will be relevant in the long term will also be focused on interoperability, as we weave together systems from the past and services not even yet created. Forward-thinking processing platforms should be easily able to leverage microservices like fraud detection and IoT in a way that connects them into the process flows seamlessly," said Suñé.

For Webinar details and registration visit [HERE](#)

TCG Process launches into ANZ market

TCG Process has announced the selection of Frank Volckmar to lead the sales, marketing, professional services and customer support operations Australia and New Zealand. As its customer base and opportunities have grown, TCG Process made a strategic decision to expand global operations in Australia and New Zealand with Volckmar at the helm.

The headquarters for the ANZ subsidiary will be in Sydney, where Volckmar has managed other RPA, capture, process automation and content services organizations in the past.

With subsidiaries in Germany, Poland, Portugal, Chile, Brazil, Canada and the USA, the TCG Process parent company out of Baar, Switzerland, is forming its newest entity to build upon the success of its process automation platform, DocProStar, in Australia and New Zealand (ANZ). Many of the customers and partners that TCG Process does business with today also operate in ANZ.

Additionally, the process automation market continues to experience growth. TCG's executive management team decided this was the right time for an expansion which makes both good business and geographical sense.

"Frank has an established network of people who enjoy his high energy and win-win approach with employees, customers and partners - all of whom together offer the best technology and people in the ANZ market" said Arnold von Büren, founder and CEO of TCG Process globally.

"Frank has been deeply involved in business process automation software for many years and will be in a global leadership position as part of our internal executive management team at TCG."

"In 2019 Advance implemented TCG's DocProStar platform for intelligently analysing and processing documents for clients after learning about the next gen level of automation at a European Conference. The powerful platform is now the core to our digital transformation offering for customers and to our growth strategies. We are pleased to learn of TCG's investment in ANZ and look forward to working with Arnold and Frank", says Peter Newland, CEO & Founder, Advance Record Management.

"TCG Process has invested years developing its next gen process automation product and it is an exciting new entrant to the ANZ market. Its proven ease of use, extensibility and scalability of the unified platform had led to lower costs and improved automation performance for overseas customers, and it is now time to help Australian and New Zealand organisations improve their processes. I am looking forward to engaging interested partners, business process outsourcers and shared service centres to take business process automation to the next level," shared Frank Volckmar.

For more information, reach out to info.aus@tcgprocess.com or frank.volckmar@tcgprocess.com



Frank Volckmar, Managing Director, TCG Process Australia.

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When the Web form fits!

Doing more with less is a common challenge for today's Information Manager. An automated Web form capture solution developed by EzeScan for the City of Kingston has allowed the records team to eliminate much time-consuming data entry and transposition to enable them to focus their expertise on more valuable areas.

The local government authority is based in the South Eastern suburbs of Melbourne, with a population of about 165,000, and about 85,000 properties that are serviced every day. Chris Vincent, Team Leader Corporate Information at City of Kingston, has worked both in top tier corporates and local government in information management for the past 20 years.

"There were a lot of PDF attachments on our website that required our users to print them off and hand-write, and then resubmit," said Vincent. "There was also a lot of inconsistency between how the fields were titled across many different forms, and where they were delivered. Some would come straight to the internal department that issued the form and others through the corporate information team. There was no consistency or uniformity.

"There was also a large duplication of effort as we would basically recreate that form into Content Manager ourselves. Because of the variations and lack of control requirements we also couldn't realize any second value usage from the data. We would have the customer give us their name or their address or their phone number and it just wasn't being captured or recognized anywhere because there was no consistent approach and no mandatory requirements for specific data or information either."

To deal with the issue, the LGA formed a project team to examine ways to standardise forms and have them delivered through a single info@kingston.vic.gov.au inbox.

"We wanted everything to come through there so we had oversight and could put our records management approach over the top of the information and ensure we're capturing and recording all the information required," said Vincent.

EzeScan suggested in the generated webform email output that a code identifier was introduced as this simplified the classification of the email. This then allowed council to manage a mapping table of where to save, workflow and correctly title the email into Content Manager. This was done in addition to ensuring all field names were consistent and uniform across each form.

"We worked really closely with EzeScan consultant Fabian De Angelis who has a wealth of knowledge and expertise in this area. Any question we had, he was able to respond and ensure that we were doing the right thing from a system point of view when we were making changes and also what the system needs to push the right data to the form.

"It's now such a simple, repeatable process. When a department or a team says we want to go put an online form on the Web site, the hardest part is actually creating the form. Setting up EzeScan to capture it automatically we can do in minutes now, thanks to the initial work that was done by Fabian and EzeScan."

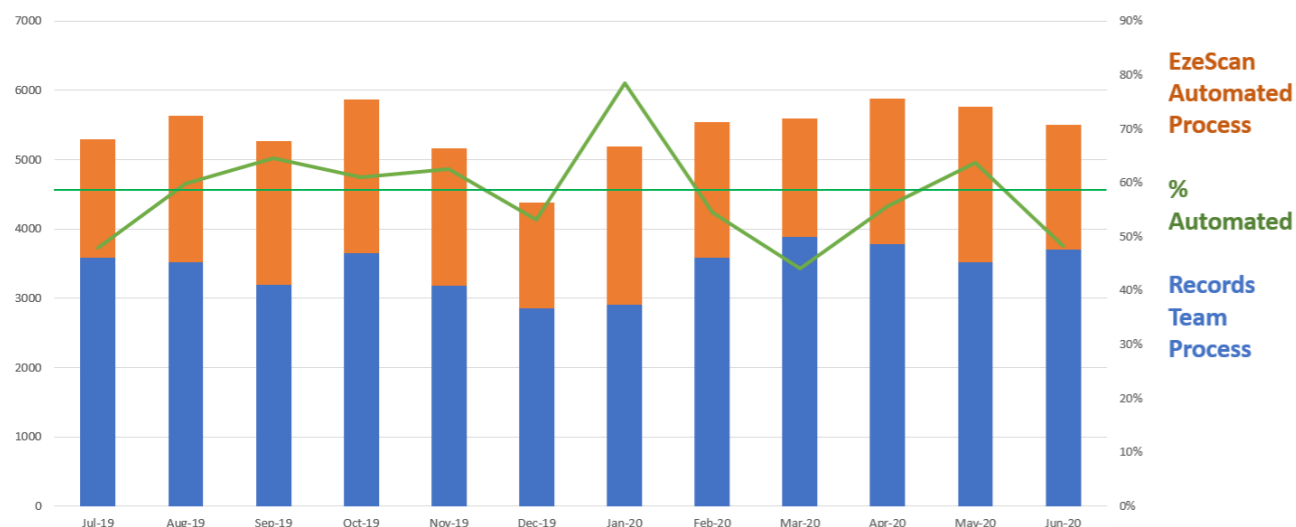
The City of Kingston is now exploring the use of EzeScan to automatically process many standardised emails that arrive from other government agencies as notifications. For emails that typically have a standardised content in the body of the mail, it is investigating the use of EzeScan to recognise the template and automatically scrape unique data to initiate a workflow.

"It's been a really successful program for us. We've now got over 40 online forms live and automated and that's growing all the time. The beauty of all this is that it happens behind the scenes," said Vincent.

"We've got better customer service because as the customer hits submit on the form within seconds, it's now immediately hitting the responsible council officer. That frees up my record staff to be able to use their expertise in areas of more value, rather than simply transposing names and addresses from one form into a Content Manager form to send it to somebody else."

"I would encourage everybody to think about how they're operating with their online forms. Can they, automate it? Can they do it better?"

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archTIS wins major \$A4.2M Defence contract

The Department of Defence's Joint Capabilities Group (JCG), formed in 2017, has turned to listed Australian technology company archTIS to provide a secure platform for information sharing across its Australian and multi-national networks.

The \$A4.2 million contract is archTIS' largest to date and first major contract signed by the Australian Department of Defence since announcing its \$A15 billion investment in cyber and information warfare capabilities in June.

archTIS' information security platform Kojensi will be used to provide security for sharing and collaborating on sensitive or classified information. The Kojensi technology provides the ability to apply "attribute-based" control over how information is shared and accessed.

archTIS CEO Daniel Lai said, "I am delighted that archTIS has been selected to lead this risk reduction activity. The need to share, control and trust information in the warfighter domain, between forces and with allies remains a critical requirement."

"archTIS is well positioned to deliver on this."

The Joint Capabilities Group operates across a few different networks, namely:

- Joint Logistics Command
- Joint Health Command
- the Australian Defence College
- Information Warfare Division
- Joint Support Services Division
- the Australian Civil-Military Centre
- the Joint Military Police Unit,
- and Military Legal Services

Kojensi allows for attribute-based access control across each of these networks and the participating users. That means users can have a greater level of control over how their information is shared and accessed.

Attributes (such as the security classification, organisation name, and country) can be added to documents and files, giving the owner of the information full control who accesses it.

The JCG contract includes three instances of the Kojensi platform to the value of \$A760,000 with \$A3,440,000 in services. The contract will commence immediately with an expected duration of approximately 9-12 months unless extended.

Kojensi enables users to set rules for access to files and documents, including the security classification, organisation name, and country. Users can only see or access a document or file if they meet those rules set for the document. Users can also set the level of read/write access others can have on workspaces and documents.

It allows users to co-author sensitive and classified files, including documents, spreadsheets and presentations. Organisations can use Kojensi to share and co-author documents up to PROTECTED in an accredited cloud-based application, or higher-level documents in an on-premise or private cloud solution.

There are no super users inside of Kojensi, users have complete control and visibility over the documents and files they contribute. Each user is able to set up secure Workspaces and decide the security controls and levels applied to both Workspaces and individual documents. This saves users time empowering them to get started and work straight away.

<https://www.archtis.com/kojensi/>

Research Shows 1 in 3 Companies Use RPA

Despite the various benefits robotic process automation (RPA) implementation can bring to many industries, research shows there is still resistance to using it. RPA is software specifically developed and implemented to perform repetitive, manual tasks.

Despite resistance to RPA, a new survey report from global business technology and learning association ISACA, shows that more than half of the respondents predict their organization will implement RPA within the next five years.

The report, Implementing Robotic Process Automation (RPA): Trends in RPA Adoption, Uses and Implementation Challenges, reveals the findings from the survey of more than 2,000 ISACA certification holders on awareness and usage of RPA within their organizations.

Though a common employee concern around adopting RPA is that it could lead to job loss, only 37 percent of survey respondents cited this as a source of resistance to RPA adoption in an enterprise.

However, among the 27 percent of respondents whose organization experienced moderate or extensive resistance to RPA implementation, the fear of job elimination increases to 56 percent and becomes the primary concern.

Despite these concerns, 35 percent of respondents indicated that their organizations currently use RPA, and 59 percent believe that their organizations will start implementing RPA within the next five years. Respondents acknowledged that RPA adoption can offer a variety of benefits, including these top three:

- Streamlining of internal business processes (70%)
- Reduction in errors (58%)
- Reduction in staffing costs (55%)

The survey also found that organizations realize additional benefits when using an IT auditor to assure RPA. However, of organizations currently utilizing RPA, only 38 percent of respondents say that an IT auditor assures RPA within their organization.

"Though resistance to RPA is not entirely unwarranted, the productivity and financial benefits it can provide make it a worthwhile pursuit," says Dustin Brewer, Principal Futurist, ISACA.

Overall, an increase in RPA adoption is expected across multiple industries, with 64 percent of respondents predicting that RPA will be implemented on a broad basis in their industry within the next five years. They highlight financial/banking (67%), manufacturing/engineering (41%) and insurance (39%) as the three top industries that will adopt RPA.

To read the complimentary survey report and guidance, visit www.isaca.org/bookstore/bookstore-why_papers-digital/whprpa.

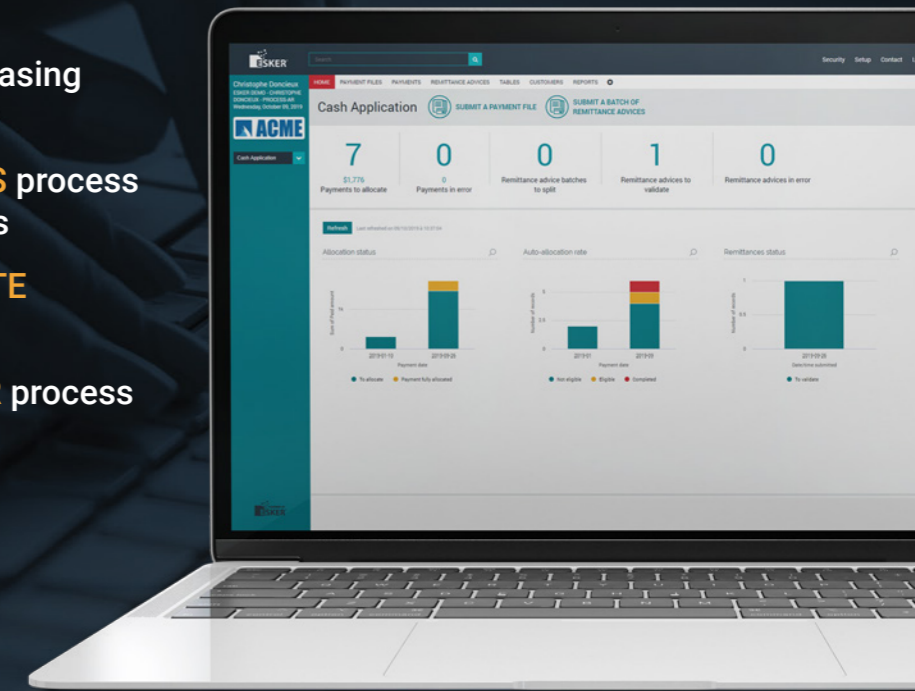
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PDF and Digital Signatures

By Bernd Wild, intarsys consulting GmbH

PDF is by far the document format most often used in conjunction with digital signatures. In 1999, Adobe introduced version 1.3, which allowed for embedding digital signatures directly within PDF documents. At that time, it was common practice when signing a file to store the signature itself in a signature container in a separate signature file with the same name as the file to be signed but with a special extension such as “pkcs7”.

Although modern document formats such as OpenOfficeXML or OpenDocumentFormat now also allow embedding of digital signatures, this feature is hardly ever used with these formats in everyday life. If a document is to be signed, it is almost always signed as a PDF. Why is this so?

In addition to the format's early support of embedded signatures already discussed, PDF has always stood for “electronic paper”, i.e. it is essentially a static document format for the visualization of textual and graphical content, even though more and more dynamic properties have been added in the course of development. Interactive forms, support for JavaScript actions and annotations has turned the originally static format more and more into a flexible document format that can be used as information carrier in complex workflows.

It is especially in document workflows that the digital signature plays a central role. Release, acceptance and approval processes up to the signing of contracts, which until recently were still done on paper, are increasingly being transferred to the digital world using digitally signed PDF documents.

Digital Signatures and Standards

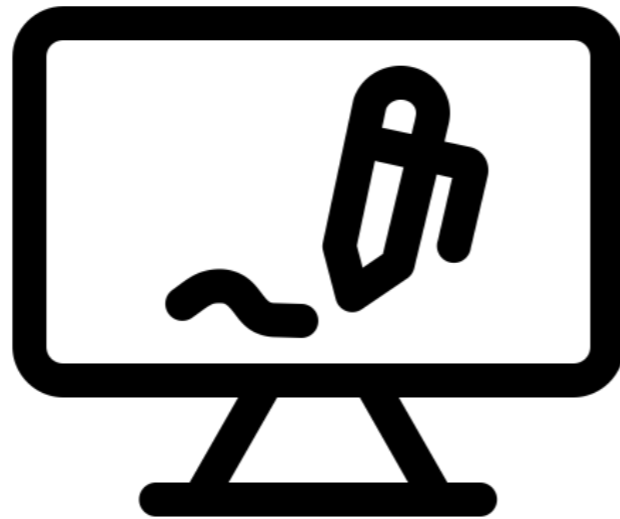
Digital signatures, or more correctly PKI-based electronic signatures, were originally specified mainly via RFCs of the IETF and PKCS documents of the RSA corporation, all independently of the document format or the data to be signed.

Integration into the PDF structure was accomplished by simply attaching the external signature container to the PDF structure via a special signature dictionary. This meant that no special PDF signature format had to be defined, since the signature properties such as certificate chains, signature attributes, algorithms used, and validation information were part of a container that was opaque to PDF.

In contrast to other document formats, however, PDF facilitated visualization of digital signatures using graphic and textual elements from the very beginning. The appearance of a hand-signed paper document was therefore perfect.

The specification of how an integration is to be carried out, which PDF objects are involved and what exactly the scope of the signed area in the PDF is, has been part of the PDF specification since version 1.3. Currently, this is covered in chapter 12.8 of ISO 32000-1 and ISO 32000-2, among others.

The corresponding ETSI and EN standards EN 319 122 and EN 319 132 are now used as standards for the electronic signature itself, with their different variants



CAeS (CMS-based Advanced Electronic Signature) for general data and XAdES (XML-based Advanced Electronic Signature) for XML data.

The bridge to the integration of these signature standards in PDF is provided by the EN 319 142 PAdES (PDF Advanced Digital Electronic Signatures) standard. In addition to the four basic profiles in EN 319 142-1, EN 319 142-2 specifies three extended profiles, some of which only relate to XML content in PDF.

ISO 32000-2 also explicitly refers to this framework for signature structures, including extension by ETSI TS 119 142-3, which deals with document time-stamp digital signatures, also known as PAdES-DTS.

Increasing Complexity

These numerous profiles are a result of diverse requirements for signatures in terms of evidential value, long-term verifiability and/or renewability. Thus, it is now possible to create a signature container that contains not only the actual signature but also all the certificates involved, together with their verification information. Such a signature can be reliably validated even without online access to the revocation information of the respective certificate issuers.

To anchor the signature structure in the PDF, additional objects such as the DSS dictionary or the VRI dictionary allow various structures to be interlinked more optimally. At the same time, the variety of profiles and their integration into PDF also pose a major challenge for software manufacturers developing PDF-based signature applications.

Achieving standard conformity and the interchangeability of appropriately signed PDFs has become anything but trivial in the age of ISO 32000-2 and the ETSI standards, as compared to the beginnings of PDF 1.3.

The Crux with the Workflows

Adobe early recognized the potential of PDF and digital signatures to realize fully digital business processes. The dogma that any change to the PDF document after a digital signature has been applied would lead to the signature being broken was opposed to the desire to enable multiple or serial signatures.

Also, the possibility of being able to change certain

form fields after a digital signature would not have been feasible without softening the strict requirement of unchangeability. Fortunately, PDF has a powerful change mechanism with revisions that allow incremental changes to the document by attaching a new revision to the end of the PDF document.

The difficulty now lies in validating such PDF documents, interpreting the changes made correctly in order to be able to give the final “OK” for a valid signed PDF. Together with the variety of possible signature profiles, the validation of permitted modifications to signed PDF documents is the biggest challenge for developers of PDF application software.

Introducing the PDF Forms TWG

The introduction of interactive forms to PDF with version 1.2, and subsequent adoption by the US Internal Revenue Service for its online library in 1995, is considered to be one of the key moments in the early history of PDF. It brought the previously niche technology into the mainstream consciousness of end users and did so for something other than “electronic paper”.

While Adobe made additions to the native PDF forms technology to bring it to functional parity with HTML (3.x at the time) as well as improvements in the integrated JavaScript language and accessibility - little else has changed for quite a long time. In the meantime, HTML forms have advanced in ways that PDF can't replicate, making it difficult or impossible to build workflows that leverage both.

Enterprises have been pursuing digital transformation for a while now, but the COVID-19 pandemic and the move to “work from home” has brought unprecedented growth to

this business segment where the use of electronic forms is key. Although companies such as DocuSign, Adobe, Dropbox and others have created their own extensions to PDF to enable rich workflows - it is imperative that these capabilities make their way into the core PDF standard.

To accomplish this goal, the PDF Association is starting a new [PDF Forms Technical Working Group \(TWG\)](#). This community is dedicated to advancing the current PDF Forms technologies through the introduction of new declarative models with integrated semantics. These capabilities will not only bring PDF in alignment with modern HTML forms, but re-establish PDF's leadership in the forms and workflow world. The community will also work closely with the [PDF Digital Signatures](#), [PDF Reuse](#), and [PDF/UA](#) TWGs to ensure that those groups' input is heard.

PDF Association members can join the PDF Forms TWG today via the [Member Area!](#)

Dr. Bernd Wild is originally a graduate physicist. Together with some partners, he founded [intarsys consulting GmbH](#) in Karlsruhe in 1996. Dr. Wild now concentrates on consulting and providing assistance for complex system integration projects. Document technology has increasingly become a focal point during the past few years. This includes not only the creation of documents from source data, but also the entire documentation life cycle through to archiving. Technologies like electronic signatures, intelligent forms and document standards are at the core of his activities. In addition, intarsys offers products and software components that support these technologies and can be used for easily and reliably designing customer specific solutions.

Originally published at <https://www.pdfa.org/introducing-the-pdf-forms-twg/>

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Can I still be hacked with 2FA enabled?



By David Tuffley, Griffith University

Cybersecurity is like a game of whack-a-mole. As soon as the good guys put a stop to one type of attack, another pops up. Usernames and passwords were once good enough to keep an account secure. But before long, cybercriminals figured out how to get around this.

Often they'll use "brute force attacks", bombarding a user's account with various password and login combinations in a bid to guess the correct one. To deal with such attacks, a second layer of security was added in an approach known as two-factor authentication, or 2FA. It's widespread now, but does 2FA also leave room for loopholes cybercriminals can exploit?

There are various types of 2FA. The most common method is to be sent a single-use code as an SMS message to your phone, which you then enter following a prompt from the website or service you're trying to access.

Most of us are familiar with this method as it's favoured by major social media platforms. However, while it may seem safe enough, it isn't necessarily.

Hackers have been known to [trick](#) mobile phone carriers (such as Telstra or Optus) into transferring a victim's phone number to their own phone.

Pretending to be the intended victim, the hacker contacts the carrier with a story about losing their phone, requesting a new SIM with the victim's number

to be sent to them. Any authentication code sent to that number then goes directly to the hacker, granting them access to the victim's accounts.

This method is called [SIM swapping](#). It's probably the easiest of [several types](#) of scams that can circumvent 2FA.

And while carriers' verification processes for SIM requests are improving, a competent trickster can talk their way around them.

Authenticator apps

The authenticator method is more secure than 2FA via text message. It works on a principle known as TOTP, or "time-based one-time password".

TOTP is more secure than SMS because a code is generated on your device rather than being sent across the network, where it might be intercepted.

The authenticator method uses apps such as Google Authenticator, LastPass, 1Password, Microsoft Authenticator, Authy and Yubico.

However, while it's safer than 2FA via SMS, there have been [reports](#) of hackers stealing authentication codes from Android smartphones. They do this by tricking the user into installing [malware](#) (software designed to cause harm) that copies and sends the codes to the hacker.

The Android operating system is easier to hack than the iPhone iOS. Apple's iOS is proprietary, while Android is open-source, making it easier to install malware on.

2FA using details unique to you

Biometric methods are another form of 2FA. These include fingerprint login, face recognition, retinal or iris scans, and voice recognition. Biometric identification is becoming popular for its ease of use.

Most smartphones today can be unlocked by placing a finger on the scanner or letting the camera scan your face – much quicker than entering a password or passcode.

However, biometric data can be hacked, too, either from the servers where they are stored or from the software that processes the data.

One case in point is last year's [Biostar 2 data breach](#) in which nearly 28 million biometric records were hacked. BioStar 2 is a security system that uses facial recognition and fingerprinting technology to help organisations secure access to buildings.

There can also be false negatives and false positives in biometric recognition. Dirt on the fingerprint reader or on the person's finger can lead to false negatives. Also, faces can sometimes be similar enough to [fool facial recognition systems](#).

Another type of 2FA comes in the form of personal security questions such as "what city did your parents meet in?" or "what was your first pet's name?"

Only the most determined and resourceful hacker will be able to find answers to these questions. It's unlikely, but still possible, especially as more of us adopt public online profiles.

2FA remains best practice

Despite all of the above, the biggest vulnerability to being hacked is still the human factor. Successful hackers have a bewildering array of psychological tricks in their arsenal.

A cyber attack could come as a polite request, a scary warning, a message ostensibly from a friend or colleague, or an intriguing "clickbait" link in an email.

The best way to protect yourself from hackers is to develop a healthy amount of scepticism. If you carefully check websites and links before clicking through and also use 2FA, the chances of being hacked become vanishingly small.

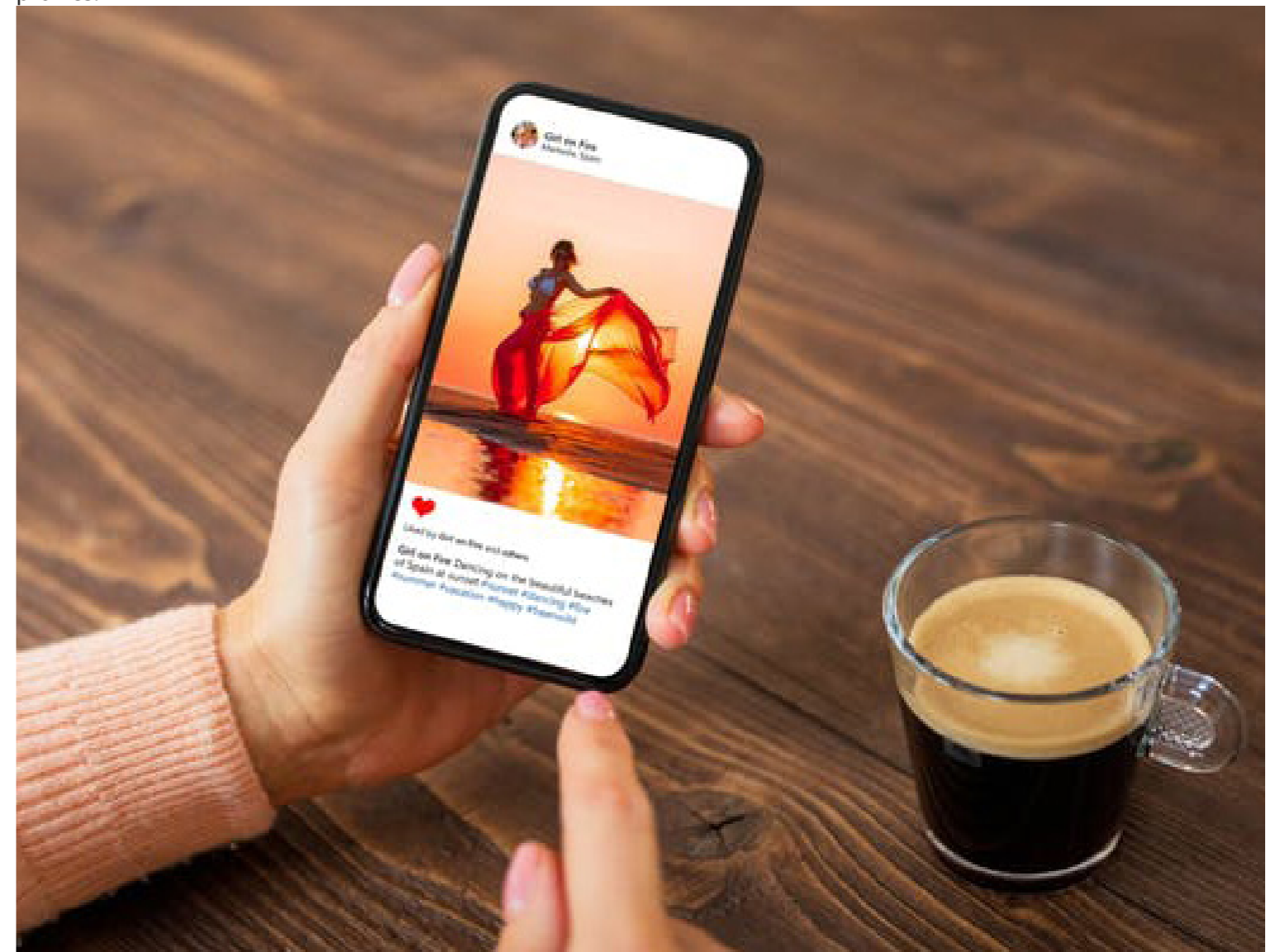
The bottom line is that 2FA is effective at keeping your accounts safe. However, try to avoid the less secure SMS method when given the option.

Just as burglars in the real world focus on houses with poor security, hackers on the internet look for weaknesses.

And while any security measure can be overcome with enough effort, a hacker won't make that investment unless they stand to gain something of greater value.

David Tuffley is Senior Lecturer in Applied Ethics & CyberSecurity, Griffith University.

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Often when we share our lives on the internet, we fail to consider what kinds of people may be watching. Shutterstock

Building a new digital edge for Australian business with INfuse scanning from Kodak Alaris



Industries such as construction and mining are leading the uptake of Kodak Alaris' INfuse Smart Connected Scanning Solution in Australia, with the local reseller channel also targeting large scale deployments of the edge scanning model in healthcare, retail and education.

INfuse AX Scanners are compact devices that can connect directly to a local or mobile Wi-Fi network without the requirement for a host PC. They can be simply configured by scanning an A4 configuration page and managed remotely via INfuse Management software.

Authorised INfuse Partners in Australia include solutions providers JayB Enterprises and Upstream, Australia Post's inbound information management division Decipha, Konica Minolta and Ricoh Australia.

Mark Charge, Sales & Marketing Manager at JayB Enterprises, said, "For us it's about taking automation to the edge. We know that often processes start with a form, document or invoice that comes in the door. And at the moment, if you're a business in Australia, you're probably manually entering data from that form or invoice.

"What INfuse lets you do is completely remove that data entry from your process when it's coupled with workflow automation.

"We are now seeing a strong uptake of distributed scanning, where documents are being received somewhere else other than head office or a central location. A good example for us is construction."

JayB has already helped its clients to deploy INfuse for a number of large customers in the construction industry that were battling with the challenge of handling paperwork from remote sites that could be over 500km away from head office.

Dealing with Delivery Dockets

"For these customers, delivery dockets are a really important part of their business process. We found they would be delivered to the site by suppliers and then placed into a messenger bag and once a week, they get shipped back to head office where a matching process goes on.

"Six staff members spent an entire day sorting paperwork every week, literally just stapling stuff together and putting it into a filing cabinet. And then the next day someone would come and takes it all back out, sort it into who should approve it and then put the invoices and delivery dockets back into a mailbag to send back to the site," said Charge.

"What INfuse has allowed them to do is digitise the dockets at the point of delivery and completely move their AP process into the cloud via a document management and workflow solution. What that means

is the process that took several weeks and many, many hours of work is now done in minutes.

On site feedback

"Also, through INfuse's capability to give feedback to the end user, we're actually able to tell them when their scans are successful, especially in sites with a difficult network connectivity. That's really valuable because they're not left wondering, 'Oh, I wonder if that went through' They can have confidence right away that their process has started."

Also, a unique user message can be sent back to the scanner, such as "Page 3 missing a signature" or "Missing PO Number" so that a very clear description can be provided showing why the system cannot process the document.

"They're getting user feedback right away, and that's a really important part of INfuse and where it's really different to other scanning tools. It actually gives them the feedback on what they scan right then and there," said Charge.

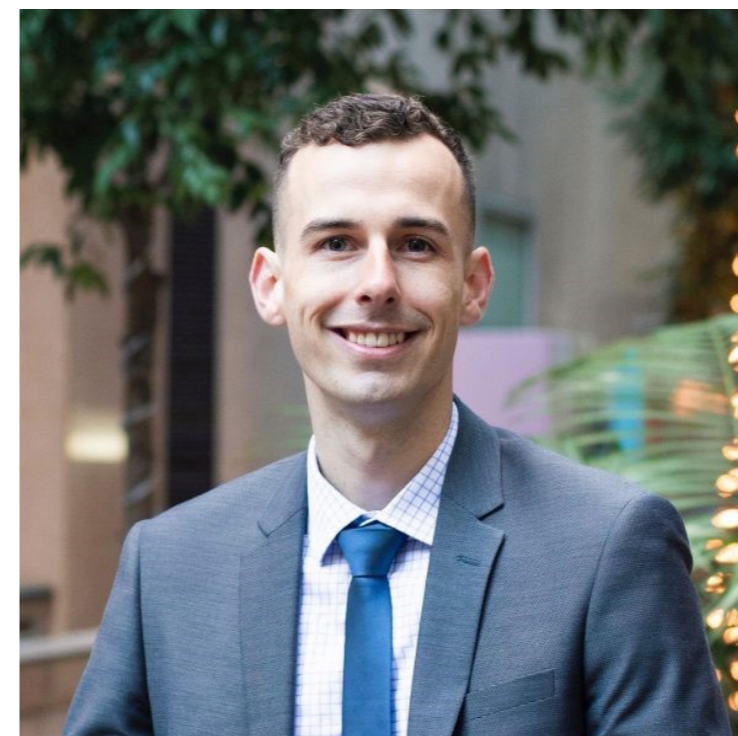
INfuse combines software and scanners from Kodak Alaris with a channel partner's application to enable end users to easily onboard content directly into a business process. Kodak Alaris has recently added Windows Server 2019 support to the scanning platform which also works with public clouds Amazon, Alibaba and Microsoft Azure.

New INfuse scanners

Three new Integrated Passport, A4 Legal and A3 Flatbed Scanners have also been added to the INfuse range, providing the ability to capture a wider variety of document types such as folders, books, bound materials or fragile and larger items that cannot be fed through the scanner.

A new Card Reader Accessory, including support for select third-party readers, provides a simple process for authenticating users requesting access to the scanners.

This new functionality addresses customers' data privacy, chain of custody and security concerns. Users can authenticate at the scanner using their employee ID badge, and once authenticated, can perform tasks according to their assigned permissions.



Mark Charge, Sales & Marketing Manager at [JayB Enterprises](https://www.alarisworld.com/en-au/landing-page/infuse-smart-connected-scanning).



INfuse is a standalone, network connected, enterprise-grade scanning solution. Driverless and PC-less, it's designed to efficiently onboard document content into a business process.

"Without having to do any configuration before it leaves us, we can actually just send the device with Easy Setup Sheets in the box, direct to the customer, and then they can set it up themselves.

"So that has actually saved us a whole lot of time in deploying scanner units and means that the customer config is very, very straightforward," said JayB Enterprises' Mark Charge.

"From a reseller perspective, it significantly reduces their cost of deployment and technical services. And from a support perspective, it means that if there's ever any dramas, we can send through a config sheet as a PDF by email and they can just print and scan that to reset the machine back to its default settings. We can also configure and manage the interface from the cloud.

No more MFDs

"Construction site offices would previously have to deploy an A4 multi-function device (MFD) and a PC which takes up a lot of space and has huge service costs. Now they can just deploy a small footprint INfuse AX Scanner from Kodak Alaris which can even travel from one job to another with a site supervisor. It only needs an Internet connection and mobile WiFi is fine.

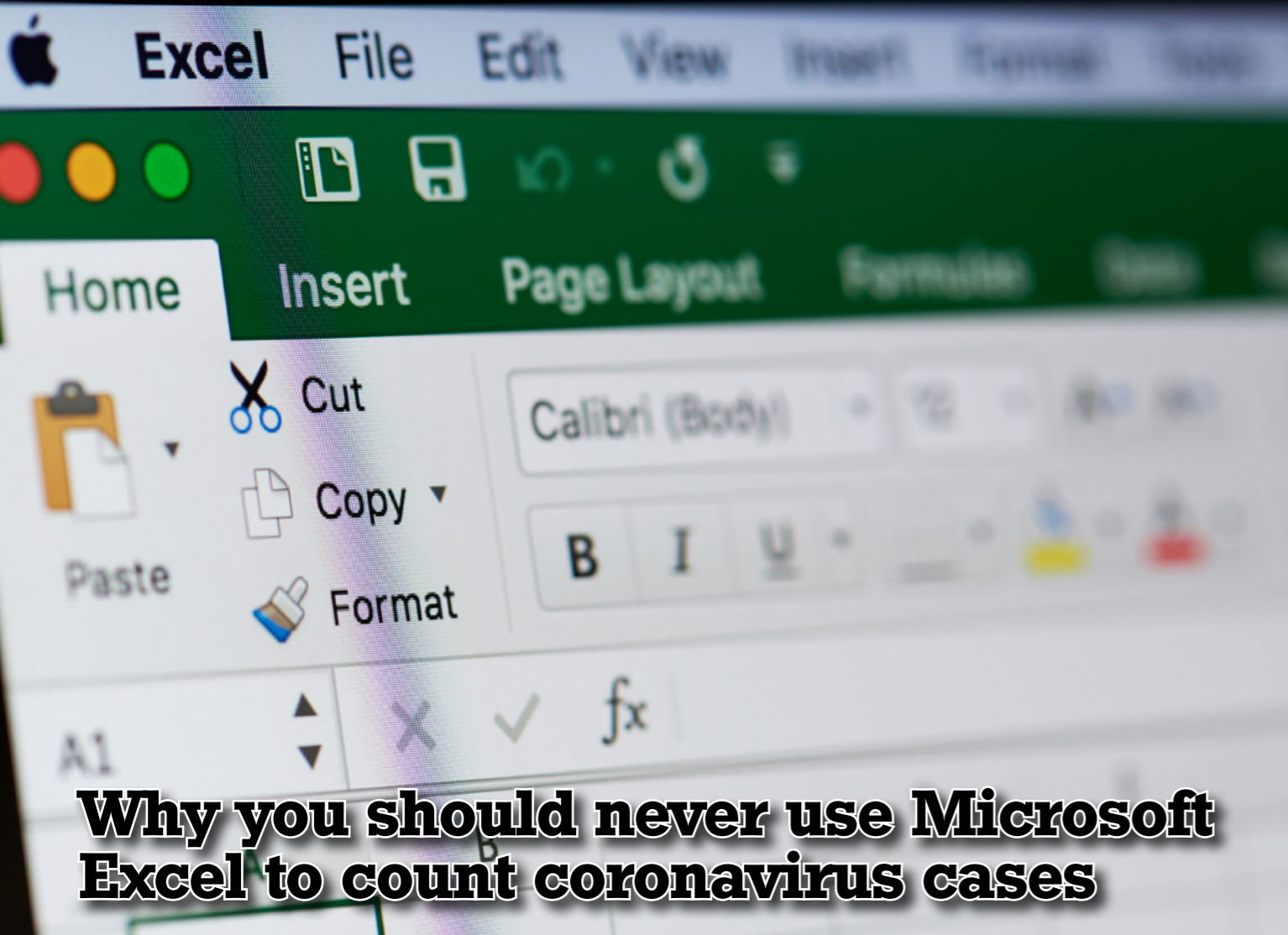
"Mining is another great opportunity. The INfuse scanners are provided on subscription so it's cost-effective to roll out a device to each site office.

"We simply send out a configuration sheet and can have a new location up and running within minutes of opening the box. Training is minimal, with the ability to provide on-screen prompts for end users.

"There are plenty of other opportunities in retail and healthcare for instance where people can get rid of a bulky MFD and have one of these small footprint scanners on every desk.

"Where people would previously have to move paper back to a central location for processing, now for cents per page they can move to a distributed scanning model and start getting their data right in there," said Charge.

<https://www.alarisworld.com/en-au/landing-page/infuse-smart-connected-scanning>



Why you should never use Microsoft Excel to count coronavirus cases

By Paul Clough, University of Sheffield

Public Health England has admitted that 16,000 confirmed coronavirus cases in the UK were missed from daily figures being reported between September 25 and October 2. The missing figures were subsequently added to the daily totals, but given the importance of these numbers for monitoring the outbreak and making key decisions, the results of the error are far-reaching.

Not only does it lead to underestimating the scale of coronavirus in the UK, but perhaps more important is the subsequent delay in entering the details of positive cases into the NHS Test and Trace system which is used by a team of contact tracers. Although all those who tested positive had been informed of their results, other people in close contact with them and potentially at risk of exposure were not immediately followed up (ideally within 48 hours). This was a serious error. What could have caused it?

It emerged later that that day a “technical glitch” was to blame. To be more specific, the lab test results were being transferred to Excel templates. The templates hit a limit in the number of rows they could handle and then failed to update with more cases added. The issue was resolved with all new cases added to the totals reported over the weekend by breaking the data down across smaller spreadsheets.

The issue may have been fixed, but people’s

confidence in the testing system in place in England will undoubtedly take a knock. It’s also likely that politicians and media will use this as political ammunition to argue the incompetence of government and Public Health England. Is this the right response? What should we take away from this mistake?

An avoidable mistake

We should not forget that the government and public health workers are doing an incredibly challenging and demanding job dealing with a pandemic. But this kind of mistake was avoidable. We live in a world of big data, with artificial intelligence and machine learning permeating all aspects of our lives. We have smart factories and smart cities; we have self-driving cars and machines trained to exhibit human intelligence. And yet Public Health England used Microsoft Excel as an intermediary to manage a large volume of sensitive data. And herein lies the problem.

Although Excel is popular and commonly used for analysis, it has several limitations that make it unsuitable for large amounts of data and more sophisticated analyses.

The companies that analysed the swab tests to identify who had the virus submitted their results as [comma-separated text files to PHE](#). These were then ingested into Excel templates to be uploaded to a central system to be made available to the Test and Trace team and government. Although today’s Excel spreadsheets can handle 1,048,576 rows and 16,384 columns, developers at PHE used an older Excel file format (XLS instead of XLSX) resulting in each template being able to store only around 65,000 rows of data (or around 1,400 cases). When the limit was reached, any further cases

were left off the template and therefore positive cases of coronavirus were missed in the daily reporting.

The bigger issue is that, in light of the data-driven and technologically advanced age in which we live, that a system based on shipping around Excel templates was even deemed suitable in the first place. Data engineers have for a long time been supporting businesses with managing, transforming and serving up data, and developing methods for building efficient, robust and accurate data pipelines. Data professionals have also developed approaches to information governance, including assessing data quality and developing appropriate security protocols.

For this kind of custom application there are plenty of data management technologies that could have been used, ranging from on-site to cloud-based solutions that can scale and provide managed data storage for subsequent reporting and analysis. The Public Health England developers no doubt had some reason to transform the text files into Excel templates, presumably to fit with legacy IT systems. But avoiding Excel together and shipping the data from source (with appropriate cleaning and checks) into the system would have been better and reduced the number of steps in the pipeline.

The blame game

Despite the benefits and widespread use of using Excel, it is not always the right tool for the job, especially for a data-driven system with such an important function. You can’t accurately report, model or make decisions on inaccurate or poor quality data. During this pandemic we are all on a journey of discovery. Rather than point the finger and play the blame game, we need to reflect and learn from our mistakes. From this incident, we need to work on getting the basics right – and that includes robust data management. Perhaps rather concerning are [reports](#) that Public Health England is now breaking the lab data into smaller batches to create a larger number of Excel templates. This seems a poor fix and doesn’t really get to the root of the problem – the need for a robust data management infrastructure. It is also remarkable how quickly technology or the algorithm is blamed (especially by politicians), but herein lies another fundamental issue – accountability and taking responsibility. In the face of a pandemic we need to work together, take responsibility, and handle data appropriately.

Paul Clough is Professor in Search & Analytics, University of Sheffield. This article is republished from The Conversation under a Creative Commons license. Read the [original article](#).



Close contacts of positive cases were not informed in time when Public Health England missed 16,000 cases from its COVID-19 reports. Liam McBurney/PA

ENTERPRISE GUIDE

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Kapish is a member of the Citadel Group (ASX:CGL). Citadel solve complex problems and lower risk to our clients through our tailored advisory, implementation and managed services capabilities. With over 250 staff nationwide and an ability to 'reach back' and draw on the expertise of over 1,500 people, we are specialists at integrating know-how, systems and people to provide information securely on an anywhere-anytime-any device basis. Servicing both large and small, public and private sector organisations across all industries, our team of highly qualified staff have global experience working with all versions of Micro Focus Content Manager (CM).

It is this experience coupled with our extensive range of software solutions that enable our customers and their projects to be delivered faster, more cost effectively and with more success. At Kapish we are passionate about all things Content Manager. As a Tier 1, Micro Focus Platinum Business Partner, we aim to provide our customers with the best software, services and support for all versions of the Electronic Document and Records Management System, Content Manager. Quite simply, our products for CM make record-keeping a breeze

EzeScan
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EzeScan is one of Australia's most popular production capture applications and software of choice for many Records and Information Managers. This award winning technology has been developed by Outback Imaging, an Australian Research and Development company operating since 2002. Solutions range from centralised records capture, highly automated forms and invoice processing to decentralised enterprise digitisation platforms which uniquely align business processes with digitisation standards, compliance and governance requirements. With advanced indexing functionality and native integration with many ECM/EDRMS, EzeScan delivers a fast, cost effective method to transform your manual business processes into intelligent digital workflows. EzeScan benefits include:

- initiate intelligent automated processes;
- accelerate document delivery;
- minimise manual document handling;
- capture critical information on-the-fly; and
- ensure standards compliance.

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INFORMOTION is an innovative professional services organisation specialising in the design and implementation of modern information management, collaboration and governance solutions – on-premises, in the cloud or hybrid. INFORMOTION's workflow tools, custom user interfaces and utilities seamlessly combine to deliver compliance, collaboration, capture and automation solutions that provide greater business value and security for all stakeholders. We can help you map and successfully execute your digital transformation strategy. Boasting the largest specialist IM&G consulting teams in Australia with experience that spans over twenty years, INFORMOTION consultants have a deep understanding of business and government processes and the regulatory frameworks that constrain major enterprises. Our compliance experience is second-to-none. INFORMOTION is a certified Micro Focus Platinum Partner and global Content Manager implementation leader. We are also an accredited Microsoft Enterprise Business Partner, Ephesoft Platinum Partner and EncompaaS Diamond Partner.

OPEX
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OPEX is a recognised global technology leader in document imaging, high-speed mailroom automation and material handling. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organisations worldwide. OPEX systems are designed for a wide variety of industries including financial services, insurance, healthcare, government, retail, non-profits, utilities, telecommunication, service bureaus, educational institutions, and fulfilment operations.

OPEX has developed innovative prep reducing scanners that address the root causes of workflow issues our customers face. Minimising preparation, paper handling, and other manual tasks not only improves efficiency, but also results in superior transaction integrity and information security. As documents are removed from envelopes/folders and scanned, operators can view each image to ensure it is properly captured. This prevents time-consuming and costly re-scanning later in the process. Moving image capture upstream also reduces information management risks.

UpFlow
Phone: 1300 790 360
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Web: www.upflow.com.au



UpFlow is a channel-first provider of Document Capture, RPA, Document Management, Workflow, Electronic Forms and Integration software products and services. UpFlow distributes and resells products such as PSICapture, Flow, Ratchet-X RPA, Doc Mgt and FileBound.

■ **PSICapture** is an innovative document capture platform engineered to combine automation, efficiency, stability and Enterprise-class scalability. PSICapture provides unmatched integration with just about any ECM or ERP platform [e.g. SharePoint, Xero, Trim, Objective etc.] and allows the utmost in flexibility for deployment in large or small organisations.

■ **Ratchet-X** is a mid-market Robotic Process Automation solution that provides attended or unattended Bots for the automation of enterprise work.

■ **Flow** is a fully featured Integration Platform that can connect an exhaustive list line-of-business systems with each other.

ELO Digital
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ELO Digital is a truly global ECM company with Australian expertise! Servicing more than 1,000,000 users in over 40 countries, ELO has become the natural choice in ECM. With more than 30,000 live projects the ELO product suite provides process enhancements, stability and compliance. The Australian based subsidiary engages with Certified Business Partners to deliver 1st class solutions for Records Management, Document Management, Accounts Payable processing, Workflow Management, Mobile access and much more. ELO provides consultancy, development and support services from its offices in Australia – we are local and global. ELO's solutions can be deployed onsite, in the cloud or as a hybrid solution either as a CAPEX or OPEX such as subscriptions, SaaS. ELO is fully scalable from as little as 5 users to large enterprises in excess of 10,000 users. ELO is a Federal, State and Local Government supplier compliant with Australian standards as well as GDPR and FDA requirements.

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ABBYY is a leading global provider of technologies and solutions that help businesses to action information. The company sets the standard in content capture and innovative language based technologies that integrate across the information lifecycle.

ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue. Thousands of companies process more than 9.3 billion pages of documents and forms annually using ABBYY technologies. ABBYY solutions and products are used by many of the largest international enterprises and government organizations, as well as SMBs and individuals.

ABBYY technologies are licensed by world-leading hardware and software vendors to provide Image Pre-Processing, OCR, Data Capture and Format conversion capabilities for their products.

ABBYY technologies and products, available on a number of platforms (mobile, desktop and server) and a variety of operating systems (Windows, Linux, Mac, iOS, Android, etc.), include FineReader, PDF Transformer, FlexiCapture, Recognition Server, Mobile Imaging SDK, Lingvo, and Compeno-based Semantic technologies.

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Esker is a global leader in cloud-based document process automation solutions. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world improve efficiency, visibility, and cost-savings associated with the processing and exchange of information.

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin and AUS/NZ headquarters in Sydney, Australia since 1997.

Esker's solutions span the order-to-cash and purchase-to-pay cycles — allowing organisations to automate virtually any business process:

- Order Processing: automated entry and routing of incoming customer orders
- Accounts Receivable: automated sending and archiving of paper and e-invoices
- Collections Management: streamlined post-sale collection interactions
- Accounts Payable: automated entry and routing of incoming supplier invoices
- Purchasing: electronic processing and delivery of supply chain documents.

Upsol
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Web: <https://upsol.co.nz/>



Upsol are experts in Digital Transformation and Business Process Re-engineering with strong domain expertise in Data Capture, Document Management, Organisational Workflow, Electronic Forms, Data Integration and organisational change management.

We use this expertise to deliver solutions for problems in Accounts Payable, Human Resources, Contract Management, Digital Health Records, Client Management, School Management and many other core work processes.

Upsol is a trusted adviser to hundreds of companies across New Zealand and Australia.

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Information Management and Governance (IMG) specialist, iCognition Pty Ltd, helps our clients to maximise the value of their information assets, while minimising cost and risk. We use an integrated Information Management and Governance approach that combines the disciplines of data, records, and information management to value, manage, control and harness information across the enterprise.

iCognition's Electronic Document and Records Management System-as-a-Service (EDRMSaaS) represents 20 years of iCognition experience. It is a proven, secure and trusted Software-as-a-Service offering for Content Manager. It can also include iCognition's award-winning RM Workspace for secure web-based end-user access and collaboration, Office365RMBot for fast and easy information governance of Office 365 information, RM Workflow to deliver easy-to-use Content Manager workflows, and RM Public View for publishing and sharing to non-Content Manager users.

Docscorp
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Docscorp is a leading provider of productivity software for document management professionals worldwide. Our offices and products span the globe with over 500,000 users in 67 countries. Our clients are well known and respected global brands that rely on Docscorp for their technology needs. Our mission is to provide document professionals who use enterprise content management systems with integrated, easy-to-use software and services that extend document processing, review, manipulation and publishing workflows inside and outside their environment to drive business efficiency and to increase the value of their existing technology investment. Our solutions include:

- **contentCrawler** - intelligently assesses image-based documents in content repositories for batch conversion to text-searchable PDFs, making every document searchable and retrievable
- **compareDocs** - delivers unparalleled levels of efficiency and accuracy in the document comparison process
- cleanDocs** - provides a high level of confidence that metadata is cleansed from confidential or sensitive documents before being sent externally.

FileBound
Phone: 1300 375 565
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FileBound is a cloud-native, work automation and document management solution that can be used to underpin any organisation's digital transformation program.

FileBound is able to be deployed in organisations of all sizes and features capture, document management, workflow, electronic forms, analytics, mobile access (IOS and Android), advanced business system integration capabilities and much more.

It presents in a single, easy-to-use application that manages business processes from beginning to end and reliably connects people and information.

FileBound provides organisational efficiencies, drives out manual paper-based processes to decrease costs, increase productivity and support compliance with internal and external mandates.

FileBound customers have the flexibility to create a variety of solutions from complex AP automations to simple document archival and retrieval processes.

ABBYY refreshes FineReader PDF

ABBYY has announced FineReader PDF 15 is getting another update, Release 6, to expand the solution's PDF toolset and improve its usability. With this update, FineReader PDF now offers a free PDF Viewer for Windows. There is also a new PDF tool: Split Documents.

There are multiple cases when splitting a PDF document may be necessary: to meet specific requirements when submitting documents, or to separate documents scanned into a PDF as a batch, or to separate chapters of a long document for easier use.

Select "Split Document" in the "File" menu and split the PDF into parts by maximum file size, number of pages, or as chapters by bookmarks on the first level.

You can also define how to name the files of the parts of the split document, and where to save them.

With the basic features provided by the PDF Viewer, you can view, print, and save PDFs, fill in PDF forms, and review PDF documents with the highlight text and annotation tools for free. It supports various reading modes for PDFs stored in a folder, in SharePoint, or sent as an attachment.

Corporate users can get multiple licenses for FineReader PDF Viewer. PDF Viewer licenses can be deployed and managed across an organization with the same license management tools that are used for ABBYY FineReader PDF 15 Corporate or Standard Volume licenses.

With FineReader PDF 15, you can work with PDF documents stored on Microsoft SharePoint. With Release 6, SharePoint Online is supported, in addition to the previous versions. You can open, check out, check in, and save PDF files directly on SharePoint Online connected via Microsoft SharePoint Client.

<https://pdf.abbyy.com>

Data Mapping as a Service (DMaaS)

Data privacy and governance specialist ActiveNav (formerly known as Active Navigation) has launched what it describes as a new software category: Data Mapping as a Service ("DMaaS").

It claims DMaaS will transform the way data professionals manage their data universe by giving them actionable insights that can aid in a range of risk management tasks.

A new product, ACTIVE-Inventory, provides privacy, security, legal, IT, and compliance teams with an always-on, single-pane view into their data repositories to understand the health, risk, and value of their data.

Identifying data that is stale, large, or duplicative helps organizations find and attend to areas within their data universe that need attention. ACTIVE-

Inventory is delivered through a high performance, cloud-hosted inventory platform which monitors content on-premises and in the cloud.

ACTIVE-Inventory helps enterprises, federal agencies, and public sector entities:

- Build actionable data maps in minutes with an easy-to-use, always-on map of assets
- Understand their data health score with a low footprint and minimal network impact
- Anonymously benchmark against industry peers with highly usable visualizations

<https://activenav.com/use-cases/data-mapping/>

Syphth Marketplace for on-demand document AI

Syphth has announced the release of Syphth Marketplace, designed to simplify how users' access and use its AI-powered document intelligence and automation solutions. The Marketplace introduces the ability to 'Search' from a catalogue of Syphth's document AI products.

Users can 'Try' any of these products free for 14 days, and then 'Buy' an ongoing monthly subscription. In doing so, Syphth Marketplace seeks to help clients and partners accelerate digital transformation and automation projects.

On launch, Syphth has made available an initial set of 8x AI products within Marketplace, with plans to grow this to 20+ before the end of year. This initial set of 8x AI products includes:

- Invoices, Receipts
- NDIS Claims
- Property Levie, Electricity Bills
- Passports
- Payslips
- Forms & Tables

"As organisations continue to investment into Digital, Automation, and AI, we're seeing a growing appetite for AI-powered solutions that automate document-intensive processes, and augment back office operators with tools that help them be more productive," said Dmitri Feigin, Head of Product at Syphth.

"Our mission at Syphth is to make AI simple, and Syphth Marketplace is a true reflection of that. By providing clients with a one-stop-shop to find the document AI products that best fit their needs, try them out on a free trial basis and then sign up for a subscription, we're packaging up incredibly smart and scalable document intelligence in a simple, self-serve experience."

Syphth Marketplace is the first of a number of major releases designed to reposition Syphth as a no-code, as-a-service, document intelligence platform that unlocks intelligent decisions, intelligent operations, and intelligent experiences.

<https://go.syphth.com/introducing-syphth-marketplace>

Artsyl updates Process Automation

Artsyl Technologies has announced the latest release of the docAlpha 6.3 document-based content and process automation platform.

Notable new features include:

- integration with Microsoft Cognitive Services AI based machine learning for receipts;
- upgraded UI for user clients; additional ERP integrations including support for SAP B1 HANA, Oracle NetSuite, and MS Dynamics D365 Business Central;
- as well as integrations with low-code RPA and workflow platforms such as Appian, Blue Prism, and HelpSystems Automate.

Additionally, this version offers enablement of universal REST support for rapid application development, full support for WEB Scanning with browser-based clients, and a new custom import interface to accelerate Professional Services integrations and customizations

"The Artsyl team is excited about the 6.3 release as it demonstrates Artsyl's investment in extending our IPA platform with capabilities such as AI, ML and RPA," said Jeff Moore, Chief Sales Officer at Artsyl Technologies.

<https://www.artsyltech.com/>

Adobe introduces PDF 'Liquid Mode'

Adobe has updated the Acrobat Reader app on iOS and Android with a new "Liquid Mode" that automatically reformats text, images, and tables for quick navigation and consumption on small screens. It promises desktops and browsers will follow.

Powered by Adobe Sensei, Liquid Mode uses AI and machine learning in the background to understand and identify parts of a PDF, like headings, paragraphs, images, lists, tables, and more. It also attempts to understand the hierarchy and ordering of those parts to reformat a static PDF into a more dynamic and customizable experience.

Liquid Mode simultaneously creates an intelligent outline, collapsible and expandable sections, and searchable text for quick navigation. Users can tailor font size and spacing between words, characters, and lines to suit their specific reading preferences. This is especially useful for those who may see text as too small, squished together, tight, or jumbled.

Adobe says its long-term vision is centred around bringing more Adobe Sensei technology into all of its document products and services.

With Liquid Mode, pinching and zooming is no longer necessary. Words are resizable and reflowable, images are tappable and expandable, and tables are responsive.

Driving Digital Transformation in the New Zealand Workplace.

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Document Archival



upsol.co.nz



Epson launches A3+



colour EcoTank MFP

Epson has launched the EcoTank Pro ET-16600 (\$A1,699), its second generation wireless all-in-one A3 wide format printer offering long life cartridge-free printing with easy-to-fill supersized ink tanks. The ET-16600 includes enough ink to print many thousands of pages straight out of the box, is powered by PrecisionCore® Heat-Free printing technology and delivers sharp text and colour prints up to A3+ (329mm x 483mm).

It can also copy and scan pages up to A3 (297 x 420 mm) and features a 500-sheet paper capacity and rear specialty-paper feed, plus a 4.3" colour touchscreen for easy navigation.

The Epson ET-16600 prints up to 4,500 pages in black and 2,800 pages in colour with replacement bottles that only cost from \$A24.99 hold enough ink for another 7,500 pages in black and 6,000 pages in colour.

Print speeds of up to 25 ISO ppm for black and white and 12 ISO ppm for colour prints that rival and beat many colour laser printers.

The ET-16600 comes with a 50-sheet automatic document feeder and offers duplex print, scan, copy and fax functions.

www.epson.com.au

Near Duplication Detection at scale

A specialist in document imaging and eDiscovery solutions, ImageMAKER will now market its Near Duplication Detection as a separate component integrating the dtSearch Engine. dtSearch offers enterprise and developer text retrieval (including the dtSearch Engine) to instantly search terabytes of online and offline data.

ImageMAKER incorporates its Near Duplication Detection system in its flagship Discovery Assistant

along with the embedded dtSearch Engine document filters and searching.

De-duplication technology typically identifies documents and emails that are exact duplicates using criteria like hash value comparison. By contrast, ImageMAKER's Near Duplication Detection can identify documents and emails that have contextually similar phrases or content, but are not exact matches.

The ability to detect near duplicates greatly streamlines processes such as eDiscovery, other data review such as Freedom of Information (FOI), archiving systems and document management.

Features of Near Duplication Detection include the ability to sequentially link multiple document versions as well as the capacity to output percentage similarity between similar documents.

Using the dtSearch Engine document filters along with ImageMAKER's own technology, Near Duplication Detection can even detect the similarity of files that are fully nested in other documents. For example, Near Duplication Detection might find 87% of Document A contained in Document B, and 93% of Document B contained in Document C.

Near Duplication Detection also includes a visual comparison tool that outputs HTML formatted documents and can highlight phrase differences in different colors for easy review. The visual comparison works both locally or in shared web based environments to allow end-users to seamlessly compare documents.

dtSearch's core developer component, the dtSearch Engine, can instantly search terabytes of mixed documents, emails plus nested attachments, databases and online data with over 25 different search options.

<http://www.imgmaker.com/>

Colligo Content Manager for M365

Colligo has announced the launch of Colligo Content Manager for Microsoft 365, expanding the email capture and SharePoint collaboration capabilities it delivers to organizations using Microsoft 365 Outlook and SharePoint Online.

When organizations combine Email Manager and Content Manager for Microsoft 365, the add-ins enable workers to achieve maximum productivity from Outlook: easily filing emails and attachments to SharePoint Online from their inbox including on mobile devices, and browsing and sharing any SharePoint file for seamless and secure

Colligo's Email Manager and Content Manager add-ins work in conjunction with Colligo Cloud Admin Console, the Azure-based administration and configuration platform that enables administrators to add-in users, deploy policies, ensure compliance and report analytics.

Once Colligo Microsoft 365 solutions are deployed, users will see the same familiar interface wherever

they access Outlook online.

<http://info.colligo.com/ms365capturecollaborate>

Kodak Alaris scanner Monitoring as a Service

Kodak Alaris is expanding its remote service offerings with three new monitoring as a service tools that deliver cloud-based device management and optimize scanner performance. The new MPS Capture Agent, Scanner Manager and Scanner Finder Tool from Kodak Alaris enable channel partners to deliver added customer value by allowing scanners from Kodak Alaris to be seamlessly integrated into device monitoring solutions for smarter reporting and management.

By leveraging these new capabilities, Kodak Alaris partners will be able to optimize customers' document capture infrastructures as easily as printer fleets, achieve visibility over all imaging costs, reduce the cost to provide service, and expand their business opportunities.

With the MPS Capture Agent, developers can seamlessly add scanners from Kodak Alaris to a fleet of devices a business is monitoring without needing to deploy an additional device management tool. The MPS Capture Agent integrates easily with MPS and PC management solutions, is compliant with industry-standard security requirements and provides MPS providers and end-user customers with visibility of key scanner operational data and status via existing dashboards.

MPS dealers can benefit by selling dedicated scanners in addition to MFPs to give customers higher quality scans and faster throughput. Plus, they can charge per scan since scanner usage data will now be easily accessible. Customers also benefit from faster throughput, higher quality scans, greater reliability and access to the Kodak Alaris service team.

The Scanner Manager from Kodak Alaris is a smart device management dashboard designed to optimize scanner operations and manage the lifecycle of devices. This cloud-based solution improves productivity and profitability; a Kodak Alaris partner or an end user's IT department can directly monitor and collect scanners' operational data, deliver usage reports (including 'power on' hours, scan counts, consumables and firmware or driver versions), and manage multi-variate alerts for customers' devices.

Customers that have mission critical equipment at multiple scanning locations or customers that have 20 or more scanners in a central facility can benefit from the ability to remotely access telemetry data rather than physically going to each location.

Kodak Alaris is offering three Scanner Manager plans in a flexible, subscription-based pricing model.

■ **Customer Access:** Administrators use the Scanner Manager tool to access a Health Check Dashboard. The dashboard monitors a fleet of scanners from Kodak Alaris and displays telemetry data. Customers can access and download cloud-based dashboard

data anytime, from anywhere, to view real-time status and run reports for monitored scanners. Scanners can be added or removed as required.

■ **Usage Reporting:** Kodak Alaris provides one or more recipients with a standard monthly report via email. The report contains the list of monitored scanners and provides insights derived from scanner-specific rules. When triggered, these rules generate alerts that combine information with insight to maximize scanner and system performance.

■ **Alert Management:** Realtime alerts for proactive management of fleets such as multi-feed/jam reports, consumables reporting and more. Data-driven insight identifies potential productivity issues and generates proactive responses to prevent unscheduled downtime and help prevent future issues.

Kodak Alaris has also expanded its Professional Services with the launch of the Scanner Finder Tool. This standalone application can be used as part of the discovery phase of a 'Capture System Assessment' engagement with existing and new customers.

The Scanner Finder Tool enables automatic discovery of Kodak Alaris and multi-vendor scanners on customer networks and delivers an initial inventory of a customer's USB scanner base in minutes. It can be delivered as a chargeable Professional Service or as a complimentary service to customers purchasing the Scanner Manager tool.

<https://www.AlarisWorld.com>

Newgen Software launches OmniXtract 3.0

Newgen Software launched OmniXtract 3.0, an enhanced version of its intelligent data extraction software. The latest version leverages intelligent technologies to enable the accurate extraction of critical data from paper and digital documents and offers enhanced reporting and visualization capabilities.

Key features of the new version include:

■ **Reports and Visualization:** Offers contextual reports for real-time visualizations and to provide actionable insights across various stages of the extraction lifecycle

■ **Extraction Engine:** Supports on-premise and cloud-based third-party extraction engines.

■ **Pre-configured Document Types:** Offers pre-configured document types for common use cases, enabling quick implementations

■ **Extraction Analytics:** Analyzes historical data for enhancing extraction performance

■ **Seamless Integration:** Supports various APIs enabling integration with various Newgen's offerings

Newgen OmniXtract supports a wide array of extraction technologies, including guided intelligent character recognition, optical mark recognition,

optical character recognition, barcode, and magnetic ink character recognition.

<http://www.newgensoft.com/>

Kofax adds AI and Low Code Capabilities

Kofax has announced a new release of its Intelligent Automation Platform featuring enhanced AI-powered document intelligence, low code capabilities and simplified integration to third-party software applications. In addition, Kofax's Intelligent Automation Platform can now orchestrate and leverage cognitive capture with Kofax's RPA software as well as other leading third-party RPA products.

Kofax says many organisations use more than one RPA product but struggle to scale those solutions. Kofax now offers process orchestration to seamlessly govern and scale Kofax RPA and third-party RPA products, such as those from UI Path, Automation Anywhere and Blue Prism.

This release of the Kofax Intelligent Automation Platform includes the following enhancements to Kofax TotalAgility.

- Business analysts and non-technical users can employ the new low code capabilities to solve solving content-centric challenges including classification and extraction from financial documents, contracts, forms and other information-intensive documents. With the ability to classify based on content and not just layout, users can classify complex unstructured documents using a few sample documents.

- Newly embedded and easily deployable machine learning (ML) and natural language processing (NLP) for uses including content classification, summarization and analysis, deliver more flexibility in how users can analyse content and more power to process and understand complex unstructured documents.

- Custom services provide greater capabilities for enhancing workflows and connecting the Kofax Intelligent Automation platform with a growing ecosystem of technologies used within the enterprise. Organizations can place Kofax at the centre of their highest value and most complex automation opportunities, bringing together people, documents and workflows that connect with any other software application.

<https://www.kofax.com>

Konica Minolta adds colour A3 MFPs

Konica Minolta Australia has expanded its bizhub i-Series range with the launch of two new colour A3 multifunction printers (MFPs). The new bizhub C450i and bizhub C650i are next-generation multifunctional devices designed to empower digital workflows.

The new models feature a smartphone-style user interface with a tiltable, floating 10-inch panel that is used throughout the bizhub i-Series range. It

features a new card-type quick copy screen and various apps with integrated guidance for a better user experience.

In addition, newly developed widget technology allows embedding and operating functionality directly from the MFP's home screen, shortening the time spent in front of the MFP.

High performance operation and quick response is assured by the same powerful quad-core central processing unit and standard 8GB of memory with a 256GB SSD, (upgradeable to optional 1TB SSD). The three new A3 colour MFPs offer a choice of 45ppm, 55ppm or 65ppm print speeds.

As standard, the three new MFPs feature a dual-scan document feeder that can accommodate up to 300 sheets, with a faster 280ipm scan speed and double-feed detection sensors.

Newly designed finishers with an integrated manual staple feature are also available as an option.

The new higher-speed bizhub i-Series models also have an automatic intelligent media sensor that can detect paper weight and media type.

This helps to reduce user error and unnecessary support requests due to unmatched settings for the paper type being used leading to fewer paper jams, boosting productivity.

<https://www.konicaminolta.com/au-en/index.html>

Nuxeo Releases Salesforce Connector

Nuxeo has announced the release of its next-generation Salesforce Connector for content management.

The enhanced integration enables faster, easier and more secure access to Nuxeo's content services from within the Salesforce Lightning interface.

Sean Baird, Director of Product Marketing at Nuxeo, said, "Our goal was to create a completely unified user experience that exposes our advanced content management capabilities from within Salesforce.

For example, users can instantly view content that directly relates to a Salesforce account or opportunity as well as execute border, global searches across the entire Nuxeo repository and other, federated content sources.

The Nuxeo Platform can also intelligently surface suggested similar items of content to Salesforce users to enhance productivity and access to key information.

The tight integration between Salesforce and Nuxeo also ensures that appropriate information is available to any authorized Salesforce user while, behind the scenes, the content remains securely managed by Nuxeo.

Other key features and benefits include:

- Add new content in Lightning with a simple, "drag and drop" interface
- Create folders and new versions of documents and

content

<https://www.nuxeo.com/blog/salesforce-innovation/>

AI-Driven Automation Solution for RPA

Royal Cyber, an IT consulting and digital transformation company with clients in the US, Canada, UK, Australia and New Zealand, has launched a new robotic process automation solution that leverages the power of AI/ML.

The solution will give users the ability to process claims in record time, enhance employee productivity, improve customer experience, and drive competitive growth.

The RPA solution will automate the document verification, underwriting and risk management, due diligence, fraud detection, vehicle accident claim, and warranty claims process.

The solution combines the intelligence of AI/ML with the power of Robotic Process Automation to help achieve 14 times faster claims processing capacity than humans, eliminate manual interference in query resolution, and build near-touchless contact centres.

This solution can help proactively and efficiently address customer queries through personalized responses. It will also help carry out rapid and accurate damage assessments and expedite the claims payment process while reducing the time required to handle expenses per claim by half for insurers compared to traditional processing.

The financial services industry can use the solution in the dispute payment, loan-payment collection, fraud claims discovery, lost financed/liability assets, and mortgage claims process. Our solution can revolutionize the claim settlement processes of the financial companies.

The solution can also be used in the healthcare industry (visit <http://bit.ly/RoyalCyberRPAinHealthcare> for details) to perform document validation, carry out patient coverage verification, help patients in their billing cycles, accurately process claims, and quickly identify cases where manual intervention is required. It helps in going from claim submission to payment status within a day.

For information you can watch a demo at <https://bit.ly/3271NMy> or visit <http://bit.ly/RoyalCyberRPAolution>

ServiceNow embeds Workflows in Teams

ServiceNow has announced it is embedding native workflows in Microsoft Teams for self-service, case resolution and service agent collaboration.

Via ServiceNow, staff will be able to submit requests, receive updates on in-process work, act on notifications and chat with virtual agents and connect from within Microsoft Teams.

"We're helping customers solve for once-in-a-generation challenges as they capitalize on the

promise of digital transformation," said Chirantan "CJ" Desai, chief product officer at ServiceNow.

"We are doubling down on Teams to find innovative ways for workflows to elevate engagement, culture, collaboration, and productivity – no matter where people are."

These updates follow the ServiceNow Now Platform Paris release, which features several Microsoft integrations to help enterprises accelerate their digital transformation journeys.

Customers can use these integrations to:

- Optimize hybrid cloud spending and usage with Microsoft Azure support for ServiceNow Cloud Insights,
- Streamline new hire onboarding with ServiceNow employee experiences and Microsoft Azure Active Directory, and
- Gain greater control and visibility into organizational assets with ServiceNow Software Asset Management and Microsoft Azure Active Directory.

Additionally, the ServiceNow Virtual Agent Lite plugin for Microsoft Teams, also released in Paris, offers a limited version of Virtual Agent for IT Service Management standard customers. It launched with three prebuilt conversations for common IT support requests. These keyword-based conversations run in the web chat client and in a virtual agent messaging integration with Microsoft Teams.

www.servicenow.com

Power PDF 4 adds esignature capabilities

Kofax Power PDF 4, the latest edition of former Nuance Power PDF, promises improved digital accuracy and integrated e-signature capabilities of Kofax SignDoc.

Kofax Power PDF offers improved document scanning accuracy, integration with Microsoft OneDrive and expanded accessibility – in alignment with U.S. and E.U. requirements. Moreover, it works across devices and platforms and easily shares documents in the cloud.

Power PDF 4 is seamlessly integrated with Kofax's SignDoc e-signature solution, helping organisations automate the time-intensive process of signature execution and management. Companies of all sizes can use a single solution to meet simple to complex needs and workforces, critical in today's ever-changing environment.

Key features of Kofax Power PDF 4 include:

- E-signature management. Saves time through integrated Kofax SignDoc. Power PDF 4 customers have easy access to the new SignDoc Cloud from Kofax.
- Expanded use of export add-in code to improve file consistency and accessibility compliance..

<https://www.kofax.com/Products/power-pdf/>

Mercatus Introduces AI-based PDF Parser

Mercatus has announced the availability of PDF Parser, a technology-augmented PDF data extraction for private markets. The latest in a series of new enhancements, the Mercatus platform's PDF Parser feature significantly mitigates the challenges of data on-boarding, eliminating manual extraction of asset reports, investor memos and other custom reporting.

"Scraping data from PDFs is a time-consuming, expensive and manual process that is prone to errors and often leads to poor data quality," says Mercatus CEO Hareh Patel.

"With PDF Parser, we are eliminating the labour-intensive task of processing, extracting, cleaning and uploading data from PDFs. By automating the process, businesses can do in two or three minutes what traditionally has taken three or more days. That's a reduction of \$US240,000 per reporting cycle for a typical fund manager managing 50 active investments."

Because PDFs are designed for humans and not computers, they do not have a defined structure that allows users to gather data from it easily. With a solid back-end extraction tool, the Mercatus data management platform allows users to query, search, filter, merge, sort and extract texts and images from any PDF documents in an effective way. Features include:

- Document Parser Templates – leverage configurable document Parser templates for automated and repeatable data extraction from assets, performance reports, investor memos and more.
- Batching and Historical Entry – Upload a batch of PDFs at one time to load data for single or multiple entities. Upload decades worth of data in minutes, not months.
- Auditing and Governance – Construct robust data lineage across an entire investment portfolio. Track and audit where data is coming from, how it is being used and who is using it.

www.gomercatus.com

Mako automates transactional workflow

Global Graphics Software has licensed its Mako SDK to Racami, the authors of the Alchem-e customer communications management platform (CMM). Mako converts incoming documents into PDF and optimizes these files for onward processing through multiple delivery channels such as email, web viewing, bill payment, and printing.

Alchem-e is widely used by the insurance, financial, healthcare, book publishing, and marketing sectors to support the mass production and distribution of customer communications. Corporate clients are often looking to reduce operating costs, comply with

government regulations, speed up printing times, and automate processes.

One of the challenges in the industry is standardizing the multitude of data and print streams that are commonly used. This is important because the variety of file formats and the inconsistency in how they are constructed causes work to slow down or be of poor quality.

Data preparation slows down, printers slow down, jobs are constrained to specific workflows and equipment. Normalization is key to solving this problem and companies use Alchem-e with the embedded Global Graphics Mako technology to speed up processing, reduce file sizes, and produce higher quality output.

Global Graphics Software's Paul Hagen, VP of sales, said, "Mako is multi-functional like a Swiss army knife. Racami started off using one of the blades to transform incoming files into robust PDFs. We're pleased to see them using other facets of this very capable technology with PDF optimization. It's an interesting application of our technology and we sense that they have a growing market presence and great brand awareness."

<https://racami.com>

iManage launches Records Manager 10.1

iManage Records Manager (IRM) 10.1 adds a highly configurable dashboard that provides a 'single pane of glass' oversight into records operations, empowering users in varying roles to create customized views of key metrics critical to their functions. Role-specific dashboards can be finely tuned for users' needs. This eliminates having to search across different repositories or run disparate reports for information integral to maintaining digital and paper records.

Seamless integration with iManage Work 10, the company's flagship document and email management system, delivers a consistent user experience and enables key records operations directly from the document management system, such as making records requests, and seeing associated records stored alongside documents and emails in iManage Work 10. iManage's document management and information governance approach is closely attuned to the evolving landscape of risk and regulatory compliance requirements, including emerging privacy regulations like GDPR and CCPA.

For example, recently imposed requirements of GDPR – such as the right to be forgotten – make the proper retention and policy-based deletion of information vitally important. In addition, iManage Records Manager offers an easy transition from legacy records management systems, such as LegalKEY and Elite 3E Records Manager, safeguarding organizations from significant security and compliance risks.

<https://imanager.com/product/imanager-records-manager/>

PDF Forms Flattener

Datalogics has launched PDF Forms Flattener, a scriptable server tool available now on Windows 64-bit platforms. Powered by a recently released Forms Extension for the Adobe PDF Library, this is a simple-to-use command line program for "flattening" PDFs containing interactive forms, including both XFA and AcroForm documents. It also supports importing data to the form before flattening and generating missing appearances for annotations.

Think of PDF forms as three-dimensional objects, possessing width, height, and also a 'depth of interactivity' dimension. You see the button on the screen, but you can also 'press it down' from being raised 'up.' We're going to take that three-dimensional object and flatten it to become two-dimensional. So now, the form only possesses width and height – all objects on the page are flat and cannot be pressed down or interacted with. Text Boxes become regular Text. Buttons, Check Boxes, Radio Buttons, and editable Barcodes become drawings or images of Buttons, Check Boxes, Radio Buttons, and Barcodes, respectively.

One of the primary reasons this is a really big deal in the PDF space is that most XFA documents are completely unintelligible to the majority of PDF software and simply can't be processed at all. This creates widespread challenges in forms processing workflows and prevents many users from opening and viewing the content of documents on screen, editing documents, and printing to paper. With the PDF Forms Flattener, such documents can be flattened to regular PDF content that any standard PDF software can support.

Many companies over the last several years have been greeted with questions, complaints, and just plain confusion from customers and even internal employees with queries like, "Why doesn't your software open my PDF?", or "Your software says I need to use Acrobat to open this PDF – why do we have to use Acrobat?", or even "Your software says I need to upgrade my version of Acrobat, but we're not using Acrobat! We're using your software – please help!"

The result is typically the same tragic story – developers spending many hours online, searching in vain for why a particular PDF form document won't open in the software they built to process PDF documents. Frantically looking for an update they may have missed or an option they may have failed to set to process the document correctly. Inevitably, they are typically bewildered to learn that XFA PDF documents are only 'masquerading' as PDFs but aren't true PDFs, and their software simply will not work with these documents. They search high and low, and they all eventually come to the same conclusion that – PDF software is plentiful, but PDF XFA support is rare.

Datalogics tackled this problem with its recent release of Forms Extension for the Adobe PDF Library – an SDK for C++, .NET, or Java that enables integrated solutions for forms flattening in software development projects.

But what if you don't have in-house software development engineers or simply need to support a server-based forms flattening workflow? The solution is to leverage the new turnkey tool, PDF Forms Flattener. This simple command line program allows you to specify an input file, a name for the output file, and optionally a forms data file to import prior to flattening. |

PDF Forms Flattener can also flatten more traditional AcroForm documents. This is especially handy if you want to remove editable form fields that users can interact with and replace them with baked-in textual content which will be no longer editable when viewing them with PDF software. The PDF Forms Flattener is now available with a free evaluation .

<https://www.datalogics.com/products/pdf-tools/pdf-forms-flattener/>

COBOL modernization free to government

In response to the ongoing COVID-19 crisis, FairCom Corporation it is offering a COBOL modernization solution for non-mainframe COBOL systems for free for one year to government entities. The one-year offer is for the c-treeRTG COBOL Edition, a data management solution that modernizes COBOL applications so they can be used with modern programming languages such as Python and Java and will be available through the end of the year.

FairCom's offer to government entities includes:

- Free annual subscription licenses of the c-treeRTG COBOL Edition, for up to one year
- Free standard support for up to five programmers, for up to one year

FairCom Chief Officer of Operations Alysha Brown said the company's offer is designed to assist mission-critical government organizations in a way that quickly provides services to citizens in their time of great need.

"Due to increased demands caused by COVID-19, COBOL systems are under unprecedented levels of strain because of the need to provide critical relief checks to millions, support the high number of unemployment requests and fulfil many other essential tasks. Also adding to the problem is the decreased number of available COBOL programmers," Brown said.

"For those running COBOL open systems, c-treeRTG allows organizations to easily overcome the challenges without touching a line of COBOL source code and enabling the COBOL system to be used seamlessly with many modern languages.

"We know the pressure is on right now, which is why we want to make sure our offer to help outlasts the immediate crunch. There will be many systems where an approach taken after things have settled is the best option, and we want to support whichever scenario is best for the organization."

<http://www.faircom.com/insights/faircom-cobol-modernization-offer>

Fast & Efficient Document Management

EPSON
EXCEED YOUR VISION

EPSON WorkForce Business Scanners

The professional's choice for easy, fast and reliable document scanning.

- Advanced paper handling
- Superior image processing
- Ultra-fast and efficient
- Includes Document Capture Pro to scan directly to the cloud

Learn more visit

www.epson.com.au/scanners



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